

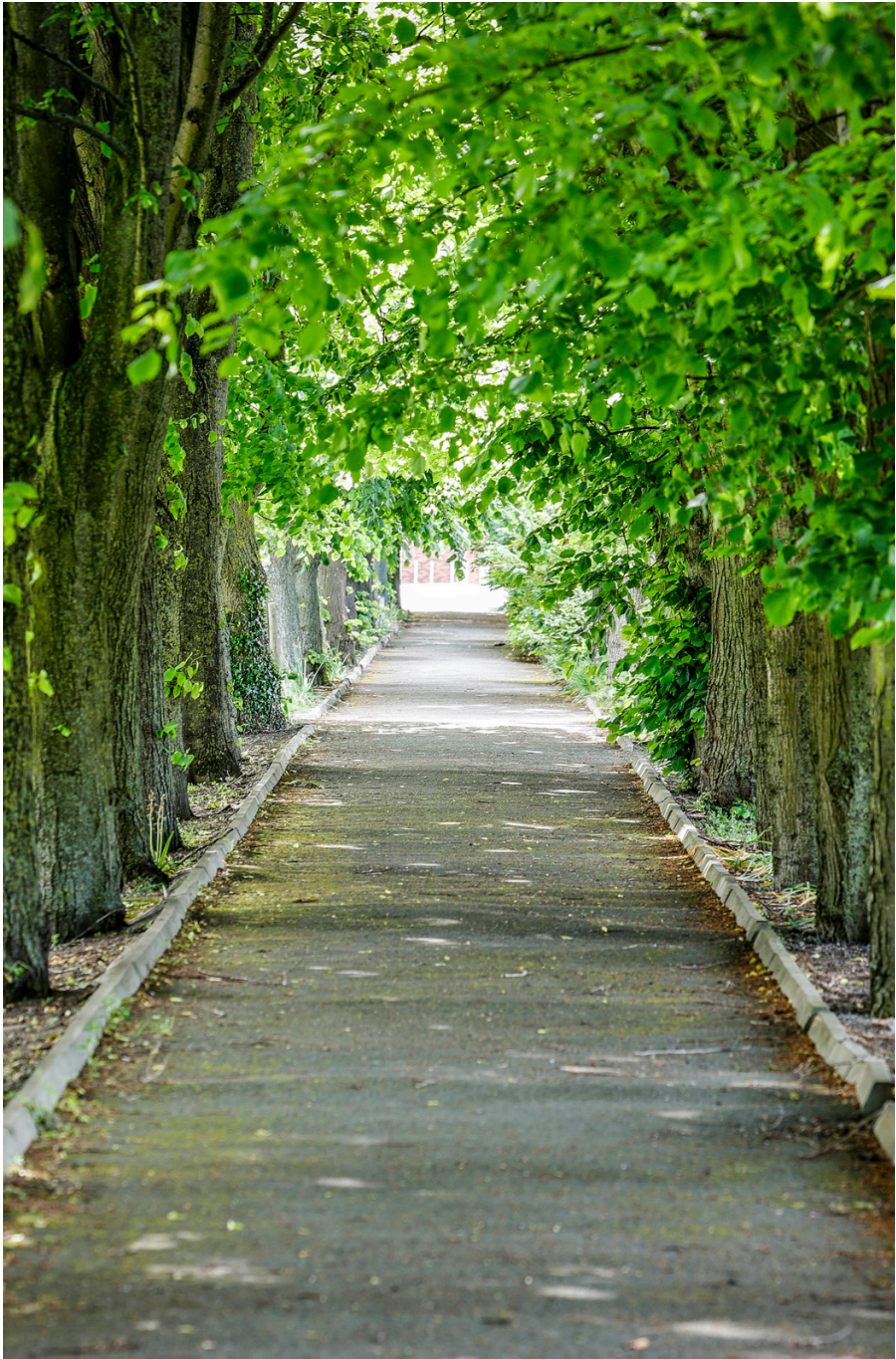


# Community Palliative Care



Harold's Cross  
Blackrock  
Wicklow

*Respite Rehabilitation Reassurance*



## Who are we?

Established in 1879, Our Lady's Hospice & Care Services (OLH&CS) provides specialist palliative care from its three bases: Harold's Cross, Blackrock and Wicklow.

Care is provided in a variety of settings:

- In the home
- In out-patient clinics
- In our in-patient units

Our Lady's Hospice & Care Services celebrates and promotes diversity and inclusion.

Our organisation welcomes everyone and values different cultures, race, faiths and life experiences.

## What is palliative care?

Palliative care helps people with a life-limiting illness to live as well as possible for as long as they can. A life-limiting illness is a condition that is progressive and cannot be cured.

This includes advanced cancers, motor-neurone disease, heart failure, chronic lung diseases and many other conditions.

Our team is here to support you and your loved ones at what can be a difficult and frightening time. We work with patients to relieve and treat the symptoms of their disease. We also have psychological, social and spiritual supports to help manage difficulties that may arise.

Some people have physical symptoms. Others may feel worried or anxious about the effects of their illness on them or their loved ones. Often, people experience a combination of some or all these concerns.

Our care aims to focus on what is important to you and to support you to live every day to the best of your ability. We also support family and caregivers.



## When is palliative care given?

Our team may become involved at an early or late stage of your illness. Palliative care is **not** only offered when there are no more treatment options or if you are at the end of your life.

It can help to identify problems and to control your symptoms early on.

In fact, research shows that early palliative care can improve your quality of life.

Some patients use our services for a short period of time in the early stages of their illness and when improved can be discharged.

End-of life care is another aspect of palliative care which supports with the later stages of illness. It helps prepare people, and their loved ones, for death.

## What is the Community Palliative Care Team?

This is a specialist team that provides care, advice and support to patients.

The team includes doctors, specialist nurses, medical social workers and administration staff.

It is led by a specialist doctor called a Palliative Medicine consultant.

Your regular contact will be with clinical nurse specialists. These specially-trained nurses work together to care for patients. They may refer you to other healthcare professionals in the Hospice as needed.

Our team works closely with your General Practitioner (GP), primary care services (public health nurse) and your hospital team.

“I was in excruciating pain. So, when they got it under control I felt like I could run the marathon again! I would highly recommend it – taking on board the relaxation, the pain relief and just living day to day.”





Our Lady's Hospice & Care Services  
Respite Rehabilitation Respite Services

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## **The Community Palliative Care Team helps you by:**

Helping to manage pain and other physical symptoms such as breathlessness, loss of appetite, tiredness.

Listening to and understanding what matters most to you, which gives emotional, psychological and spiritual support to you and your loved ones.

Helping to plan for your care in the future. This is called Advanced Care Planning. Your clinical nurse specialist can provide more information.

Providing referrals to other services if needed, for example physiotherapy.

Providing end-of-life care.

Arranging admission to the Hospice.

## **Some of the other services we offer:**

Support for carers and advice and support to help children and others cope.

Bereavement support and counselling.

Volunteer Support Services.



## Where do I meet the team?

We may invite you to meet one of our doctors, advanced nurse practitioners or clinical nurse specialists in an outpatient clinic. They will assess your needs and work with you to plan for your care. If you are not able to make the journey, we will arrange for them to see you where you live.

We also arrange appointments over video call, using a secure online platform called *Attend Anywhere*. Over time, your care may move between different arms of our service. This depends on your needs, how you are feeling, your mobility, your personal goals and your hospital appointments.



## What happens at the first appointment?

You can choose to attend alone or with a loved one. We can arrange private time with you to talk about any confidential concerns.

The meeting takes about an hour but if you get too tired, we can continue it another time.

We will talk about your health concerns. You can tell us about your symptoms and challenges that are impacting on your quality of life.

We can discuss and plan the care you need now and what you may need in the future.

With your permission, we will update your GP and other health care professionals.

We will make arrangements for the next review with you.

We will give you phone numbers and contact details for the service.

## What happens at follow up sessions?

You will meet or have a follow-up phone or video call with an advanced nurse practitioner or a clinical nurse specialist.

Your needs determine the frequency of these appointments. You, and your loved ones, can talk to us about any worries about your illness, treatment plan or medications. We will review your progress.

We will ask you to rate the levels of your symptoms. This helps us to better understand how you are feeling and to help manage symptoms.

We will do our best to arrange an appointment time that suits you and your loved ones. If we are visiting your home, we will give a window of time during which we will visit. Please note that our phone number may not show up on your phone's caller ID (identification) display.

We can reschedule appointments if you need to cancel. Please give as much notice as possible.



## Travelling to appointments

We may be able to help with transport to and from appointments at the Hospice. This depends on your location and volunteer availability. Please ask your clinical nurse specialist for more information.

## When is the service available?

The team's hours are from 8am to 5.45pm Monday to Friday. During this time, they make appointments, visits and calls.

A limited service is available over weekends and on bank holidays.

Our specialist nurses do not visit during the evenings or overnight. Outside normal hours, a telephone advisory service is available for urgent problems that cannot wait until the next working day. This service is accessed via the community palliative care numbers that are listed at the end of this booklet.

## Does the Community Palliative Care Team provide ‘hands on’ or personal care?

Our team does not provide practical, ‘hands on’ care. If the team feels that carers would benefit you and your loved ones, they will make a referral request to your Public Health Nurse (PHN).

## Will my GP still be involved in my care?

Yes. Your General Practitioner (GP) remains in charge of your care at home. They are responsible for your prescriptions. Please give them at least 48 hours’ notice to prepare any repeat prescriptions you need.

## What is the role of my local primary care centre?

Your local primary care centre gives access to many community services. These include your Public Health Nurse (PHN), community physiotherapy and community occupational therapy.

Please contact your PHN if you need dressings or other medical supplies.

## Is there a cost for your services?

Our services are funded from a combination of HSE resources and also from charitable donations.

There is no charge for any of our services to you. You do not need a medical card to access the Community Palliative Care Team.

On occasion, a medical card may be recommended in order to access equipment. Our medical social worker can help you to apply for a medical card if needed.





## What other services does the Hospice provide?

### In-patient Care:

People come into our service as in-patients for a variety of reasons including:

### Symptom Control:

Admissions are usually for a period of up to two weeks. This may be shorter, or longer if more time is needed to improve matters

### Palliative Rehabilitation:

Our team can support you to be as independent as possible despite your advancing illness. These admissions are usually for a period of up to two weeks

### End of Life Care:

Some patients choose to be cared for in the hospice in their last days or weeks of life. Others need the specialist care provided



### Respite Care:

In some cases, we can provide one-week respite care for patients. Our community palliative care team make these arrangements for you. Please talk to your clinical nurse specialist if you require further information.

Patients and families are welcome to make an appointment to visit the in-patient unit when considering admission. Please ask your clinical nurse specialist for further details.





## Discharge from services

If your condition stabilises and our specialist care is no longer necessary, we may recommend that you be discharged from our care. We will discuss this with you in advance and we will update your GP of your progress.

If your condition changes after discharge, please talk to your GP, consultant or clinical nurse specialist who can contact us to discuss re-referring you.

## Keeping in touch

We provide 'Keeping in Touch' forms for you to share with each of your loved ones. We ask for their details so we can send on information about services that they may find helpful. We are not able to contact them unless we have their individual permission in advance. These forms are also available in our clinical areas and on our website.



## Your personal information and data protection

The team may share your personal information with professionals in other services who may be involved with your care or if you need treatment elsewhere.

We will only make your information available if there is a genuine need to do so. We will not share information about you with your family or friends without your consent. Full details on privacy and data protection are available on our website.

## Your feedback on our services

Your feedback is very important. It helps us improve care for future patients and their families. We welcome your comments, compliments or concerns. Please refer to the 'Tell us what you think' booklet provided with your information pack.

## Research

We often carry out research to make sure what we do is useful. We may invite you to take part in such research but you do not have to take part. Your treatment will not be affected in any way.

## What we ask of you

- Please give us a full list of the medications you take (prescription, over the counter and alternative treatments)
- Tell us about any changes to the medication you take or your treatment plan
- Tell us if you don't understand information we give you
- Please don't smoke when our staff visit your home
- Please treat all our staff with consideration, courtesy and respect



## Core Values

### Human Dignity:

To respect the unique worth of every individual.

### Compassion:

To empathise with those who are in discomfort or suffering and to strive to understand their experience.

### Justice:

To consistently act with integrity, honesty, commitment and accountability.

### Quality:

To strive for excellence in all aspects of our work.

### Advocacy:

To represent the needs of those who are unable to speak for themselves.



Respite  
Rehabilitation  
Reassurance

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