

End of life care

Information for patients, carers and families

We have put together this leaflet to help answer your questions about the end of life service across Hambleton and Richmondshire.



If you have further questions or wish to discuss this service please ask your doctor or nurse responsible for your care.

What is the end of life service?

Safe and dignified end of life care is of ever-increasing importance for our population.

From 3 April 2017, a new service launched in partnership between NHS Hambleton, Richmondshire and Whitby Clinical Commissioning Group (the CCG), Herriot Hospice Homecare, Marie Curie and South Tees Hospitals NHS Foundation Trust.

This service is for patients who are very unwell and when the doctor or nurse feels that they are likely to be in the last days or weeks of their life.

The patient's condition is likely to be deteriorating quickly and the purpose of this service is to provide practical help and support to the patient, their carers and families.



Under the previous scheme, patients who wanted to die at home or close to home were not always able to do so.

We hope this service will result in more support for patients and their families or carers, reduce delays in discharge from hospital and prevent unnecessary hospital admissions in the last days of life.

What care can the service provide me?

You will be assessed by your nurse who will individually discuss with you and your carer/family about what support you need. You may need all the services, or just one.

You will be reassessed regularly by the community nursing team and if necessary the care can be changed to suit your needs.

The service is made up of the following:

- **Community hospices in partnership team**

These are specialised health care assistants provided by Herriot Hospice Home Care. They will visit you in your home to provide assistance with your personal care needs based on a care plan agreed with your nurse. The length and frequency of the visits will be agreed with the nurse.

- **Marie Curie Nurses**

Marie Curie Nurses, including registered nurses and health care assistants, provide care and vital emotional support to people in their own homes overnight from 10pm until 7am. If you're living with a terminal illness, they can help you stay surrounded by the people you care about most, in the place where you're most comfortable.

- **Equipment**

You may require some additional equipment if you are at home. The service can organise this to be delivered to you. If you are in hospital, the ward staff will arrange for this to be delivered to your home before you are discharged from hospital.

What else should I know about the service?

How much does this service cost?

There is no cost to you or your family for this service. This service is fully funded.

Do the carers provide other services such as shopping, cleaning or dog walking?

Unfortunately not, however your community nurse can advise who may be able to help you. This may be through a cleaning agency or local voluntary organisation.

Can the NHS provide 24 hour care at home?

For most patients having carers visiting to assist with care needs throughout the day is usually sufficient. If you feel that you need more care than this, please discuss with your community nurse as your needs may be better met in an extra care housing facility or a nursing home.

Who is not eligible for this service?

We are unfortunately unable to provide support to patients who have a progressive illness who are not considered to be in the last weeks of life or patients who require respite care. Alternative services will be provided in those circumstances.

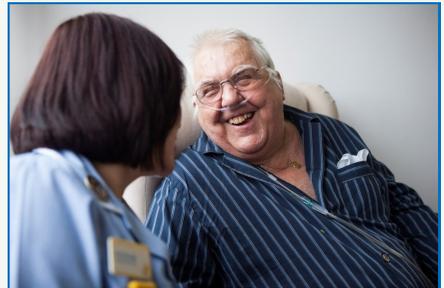
What else should I know about the service?

How long can I have care for from this service?

The community nurses will reassess your care needs a minimum of weekly and will adjust care according to your needs.

It is difficult to predict how long someone may require this service for.

Sometimes a patient's condition can unexpectedly improve and their condition stabilises. In this case, we would not be able to continue to provide the community hospices in partnership team but we may be able to continue to provide some overnight care from the Marie Curie nursing service, depending on the patient's condition and individual needs.



If this happens, the community nurses will discuss your needs with you and refer you on to another service if you have ongoing needs. The care will not be withdrawn suddenly until alternative care is in place.

There may be some charges for personal care. There are no charges for Marie Curie Nurses.

Where can I be cared for by this service?

This service is available to support you and your family in the home. If you feel unable to remain at home, the local NHS has arrangements in place with a number of extra care housing facilities which you can be referred to.

What are extra care housing facilities?

Extra care housing beds are flats within an assisted living complex. The flats are private self-contained with a bedroom, bathroom, living room and small kitchen.

There are carers on site who are available to care for you alongside other care teams involved in your care - just as if you were cared for at home. You will have a call button to alert the carers onsite that you need assistance.

The extra care housing facilities also have a restaurant on site and some have services which are used by the local community such as a village shop, hair dressing and library facilities.

Your family are welcome to stay with you in the flat. The extra care facility also has a visitor's room which can be used by your family at a small cost if it is available. Please ask the manager onsite for further information.



Sycamore Hall, Bainbridge



Kirkwood Hall, Leyburn

What are extra care housing beds?

Where are the extra care housing beds?

- **Bainbridge:** Sycamore Hall
- **Bedale:** Benkhill Lodge
- **Leyburn:** Kirkwood Hall
- **Northallerton:** Orchard House, Brompton
- **Stokesley:** Town Close
- **Thirsk:** Orchid House, Herriot Gardens



Orchid House, Thirsk

Other facilities may be available in the future.

Who do I contact about the extra care housing beds?

The doctors and nurses who are caring for you will be able to provide more information about this service to see if this would suit your needs.

Can I go into one of these beds if I don't want to be at home?

Yes, providing your needs can be met and your GP and community nurses are in agreement.

Some patients' needs may be better met by going into a nursing home. For patients who are in the last few weeks of life, the cost of care in the nursing home is funded by the NHS. Please speak to your doctors or nurses involved in your care for further information.

Further support and information

Who else is there to support me?

Dying Matters is a coalition of 32,000 members across England and Wales which aims to help people talk more openly about dying, death and bereavement, and to make plans for the end of life.

www.dyingmatters.org

Local organisations such as carers centres and your GP, community nursing team and specialist palliative care team can offer advice. The specialist palliative care team is made up of professionals who specialise in palliative care. They can give advice on symptoms and give patients and their carers the opportunity to discuss needs. They work closely with your GP and nurse, who you can ask to refer you to the service. You can also contact the team directly on 01609 767519.



Putting your house in order

Planning for you future care and support

None of us know how things will turn out as we get older. It's quite possible that many of us will need caring for. Some of us might also lose capacity to make decisions ourselves.

You can talk to your family and health care professionals about the sort of care you'd like if you become dependant or seriously ill:

- Where would you like to be cared for - home, hospice, hospital, nursing home?
- Are there any treatments that you would refuse?
- Do you want to appoint someone to make decisions for you, if you are unable to do so? Find out more about lasting Power of Attorney @
- Is there a particular place you would like to spend your final days?

Or you may choose to have these discussions and take the opportunity for this to be recorded in an Advance Statement. This is to enable services, which will be involved in supporting you, to be aware of your wishes if you become unable to communicate them yourself at anytime in the future. Further information is available at <http://www.northerncanceralliance.nhs.uk/deciding-right/deciding-right-regional-forms/>

Putting your house in order

Make a will

Writing a will allows you to plan what happens to your money and possessions after you die. It's also a good way of letting people know any wishes you have about a funeral, or how you'd like to be remembered. If you die without a will, your possessions will be allocated according to set rules, rather than according to your wishes.

There are several ways of getting yours written. From solicitors to do-it-yourself wills, choose what's right for you.

There are three main options to choose from:

- use a solicitor
- use a will writing service
- do it yourself

For a will to be valid, you need to meet certain conditions. It's easy to make a mistake, so be sure you are familiar with the rules. If in doubt speak to an expert.

Make a funeral plan

Have you ever thought about what you want for your funeral? You probably already know whether you want to be buried or cremated, but what about the details? Where do you want your funeral to be held? Do you want readings and, if so, which ones and read by whom? Perhaps there's even a particular route you would like your hearse to take.

Other useful sources of information and advice on organising a funeral include:

- Age UK: www.ageuk.org.uk
- NHS Choices: www.nhs.uk/CarersDirect/guide/bereavement/Pages/Arrangingafuneral.aspx

Putting your house in order

Sign up as an organ donor

Other people can benefit from your organs after your death. If you want to find out more about organ donation. If you want to find out more about organ donation contact NHS Blood and Transplant: www.organdonation.nhs.uk or call 0300 123 2323.

Make sure your loved ones know your plans

Before you finalise any of these things, consider talking them through with those close to you. This gives them the opportunity for input, and means you can begin sharing your thoughts and feelings about the future. If you have important documents or notes about your care, inheritance or funeral, keep them in a safe place and let loved ones know where they are. If the documents are hard to find your wishes may not be carried out.

Further information

Dying Matters

www.dyingmatters.org

Citizens' Advice Bureau

www.gov.uk/civil-legal-advice or 0345 345 4345

The Law Society

www.lawsociety.org.uk or 020 7242 1222

Office of the Public Guardian

Www.publicguardian.gov.uk or 0300 456 0300

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We would like to hear from you

If you or your carer/family feel comfortable to offer feedback on the service at any point, please get in touch.

I am the patient / family member / carer of the end of life service user
(please delete as appropriate)

In a few words, please describe your experience of the end of life care service for Hambleton and Richmondshire:

Is there anything you feel could be improved from the current service?

Please send your comments to the CCG Patient Relations:

hrwccg.patientrelations@nhs.net

01609 767607

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Patient Relations, HRW CCG, Civic Centre, Stone Cross, Northallerton,
DL6 2UU



About us



**Hambleton, Richmondshire
and Whitby**
Clinical Commissioning Group

NHS Hambleton, Richmondshire and Whitby Clinical Commissioning Group (CCG) is responsible for the planning and purchasing of the vast majority of health services across the area - this includes hospital care, mental health and community services.

01609 767600

hrwccg.hrwccgenquiries@nhs.net



Herriot Hospice Homecare provides care to patients in their own homes. They operate across Hambleton and Richmondshire, North Yorkshire, and all charitable services are free of charge to patients.

01609 777413

admin@herrioth.org.uk



Marie Curie helps people living with any terminal illness and their families make the most of the time they have together by delivering expert hands-on care, emotional support, research and guidance.

0800 0902309



South Tees Hospitals NHS Foundation Trust is the largest hospital trust in the Tees Valley serving the people of Middlesbrough, Redcar and Cleveland, Hambleton and Richmondshire and beyond.

0800 0282451

stees.pals@nhs.net