

From mid January 2009 the community service at St Catherine's will be changing.

Over a phased period of time the multi-professional team will be developing to cover seven days a week, this will include:

- Holistic specialist advice and support via face to face visiting, including rapid response to change/ urgent referral
- Telephone assessment and support between 8am and 8pm
- Hands on nursing care at home between 8am and 8pm, to enable choice of end of life care at home/ care home, rapid response to change, prevention of inappropriate admissions, discharge facilitation from the IPU
- Hospice community care will continue to work alongside the existing and developing NHS and social care services
- Access to day services and outpatients, including day hospice and groups
- Liaison and joint working with health and social care professional colleagues
- Sharing educational and training opportunities with health and social care professionals

From a referrer's perspective:

- Please continue to refer!
- Forms will remain unchanged
- Referrals will be reviewed daily
- Two teams will cover the catchment area, each team managed by a team leader
- Patient care will be streamed to specific pathways, matching patient need and ensuring a timely response
- Patients referred will still have access to a full range of multi-professional services
- We will continue to participate in GSF meetings/ hospital palliative care team meetings.
- Letters will be sent to keep referrers informed of plans
- The hospice admission and discharge co-ordinator will assist the teams in ensuring effective communication and planning with you

From a patient's perspective:

- Patients may be visited by several members of the integrated team
- There will be a central point of telephone access
- CNS home visiting for advice and support will continue
- There will be increased access to short-term intervention and group support
- There will be increased choice over place of care as an option for hospice practical support and/or intervention at home – this will work in partnership with current care provision

Please rest assured that the full range of inpatient care services will continue



Care
Compassion
Understanding

St Catherine's at a glance

St Catherine's personalised, holistic approach to care requires time, skill and experience from a multi-professional team. We believe that alongside expert medical and nursing care, a person's practical, emotional, social and spiritual concerns should be cared for as well.

In the last year

- We supported 1,748 patients and their families, friends and carers
- 848 patients were referred to St Catherine's for hospice care
- 290 patients were cared for on our wards at the hospice in Crawley with an average length of stay of 12-14 days
- 5,227 home visits were undertaken by community nurses, doctors, welfare advisor, occupational therapist and physiotherapist
- 314 people were introduced to and made use of our counseling service
- 298 visits were made to people's homes to offer counselling
- We provided 16,521 telephone calls of advice and support
- 600 people attended our *Time to Remember* services



For 25 years St Catherine's has been providing hospice care to people living in Mid Sussex and South East Surrey. In this time we have cared for over 13,000 patients and their families, friends and carers.

St Catherine's Hospice Community Service from 2009:

Implications for referrers

St Catherine's Hospice
Malthouse Road, Crawley RH10 6BH
Registered charity no. 281362
Registered as a company in England no. 1525404

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St Catherine's Hospice
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