

There may be some changes in the way that you receive support from us, but please rest assured that we will continue to provide the highest possible quality of care for patients and their families.

If you have any queries or concerns about our community service development, please contact us by one of the following means:

Telephone: 01293 447333
Email: serviceupdate@stch.org.uk
Write to: Community Nursing Teams
St Catherine's Hospice
Malthouse Road
Crawley
RH10 6BH

For more information about St Catherine's Hospice, please visit our website at www.stch.org.uk



Care
Compassion
Understanding



St Catherine's Hospice Community Care: Our services from 2009 Information for patients

From mid January 2009, the community care service at St Catherine's will be changing. This is so that we can enhance the care we provide to patients and their families at home.

The expansion of our services is aimed at increasing your choices concerning your care. We hope this means that more people who wish to receive care at home will be able to do so. The choice of inpatient care will, of course, also continue.

As a patient, you would usually be referred to St Catherine's by your GP, hospital consultant, specialist nurse or another healthcare professional and this arrangement remains unchanged. We will continue to work closely with a range of healthcare colleagues, to ensure that you receive a well co-ordinated service.

St Catherine's community care nurses will now be split into two teams, caring for patients across Crawley, Horsham, Mid Sussex and South East Surrey.

Our community nurses will continue to visit patients at home to provide advice and support. You may be visited by several members of the community team, which will minimise delays and provide a more effective, integrated service.



Over a phased period of time from January 2009 the teams will be developing to cover seven days a week, providing:

- Specialist advice, assessment and support through home visits from 8am – 8pm on weekdays and 9-3pm at weekends
- Short periods of practical nursing care for patients at home from 8am – 8pm, providing practical support (initially starting in areas covered by our Green Team)
- Access to day services and outpatients, offering the chance to attend day hospice, group activities, and receive medical, counselling and welfare support
- More opportunities for patients to attend short term support programmes which will help to improve your quality of life

The community care team will be happy to supply more details of the services currently available.

How to contact the community team

If you have been cared for by St Catherine's community care team before January 2009, we wish to advise you that the contact arrangements have changed.

In order to ensure that we respond to your enquiry or call as promptly as possible, please do not use any previous telephone numbers you may have.

From 19th January, please call the central phone number 01293 447333 if you need to contact the community team.

This number can be used seven days a week. Your call will be taken by one of our reception team and responded to as appropriate.

Please be aware that after 8pm on weekdays and 5pm at weekends, calls are directed in the first instance via an automated system.

By using the new central number, you will help us to reply to your queries promptly and efficiently.

From the end of January a small team will be available at weekends to follow up ongoing issues or concerns with you or respond to your enquiries by phone or visit.