

January 2009

Dear Colleague

### **St Catherine's Community Care Service Development – implications for referrers**

Thank you for your support and patience during the transition phase of our developing community care service. I write to let you know of an immediate development, and of plans still developing in your area which will be phased in over the next six months.

We had planned for our community care service expansion to take place across the whole catchment area in January. However, St Catherine's is currently in discussion with the PCT looking at ways in which we might assist in providing end of life care to those living in part of the area currently served by Marie Curie's hospice, Caterham, which is due to close in March. In the light of these circumstances it will now be necessary to phase this development in your area. This will involve an initial expansion of clinical nurse specialist visiting to cover seven days a week, described below. Later, there will be an element of hands-on nursing.

#### **Immediate changes**

From 19<sup>th</sup> January clinical nurse specialists will be available seven days a week, (from 8am – 8pm on weekdays and 9-3pm at weekends) providing specialist advice, assessment and support.

Nursing care will be delivered by two teams and the team leader for your area is Linda Henson. The level of support provided will be tailored to individual patient need. This means that patients may be visited by several members of the team. We will update you about any significant changes to our input by letter.

Hospice Community Care will continue to work alongside the existing and developing NHS and social care services, working in partnership with current care provision. We will also continue to participate in GSF meetings/hospital palliative care meetings.

#### **Referring a patient**

Please continue to refer to St Catherine's via Sally Hill, Clinical Administration Co-ordinator on tel 01293 447340 / fax 01293 447390. Forms will remain unchanged. Referrals will be reviewed daily. NB If you are from a practice which would previously have referred to the Marie Curie Hospice, Caterham, please continue to refer to them as normal and they will contact us if they feel that it is more appropriate for us to see the patient.

#### **Implications for your ongoing communication with St Catherine's**

For ongoing contact please now use the central telephone number 01293 447333. Your call will be taken by our reception team and directed to the most appropriate person. ***Previously used clinical nurse specialist extensions and mobile numbers may no longer be active, so it is important that you use the central number to ensure you receive a prompt response to your call.***

We will continue to keep you informed of the developments to our service in your area. If you would like more detailed information, please see our web pages [www.stch.org.uk/healthcareprofessionals/serviceupdate](http://www.stch.org.uk/healthcareprofessionals/serviceupdate). If you have any specific queries you would like to discuss, please do just email us at [serviceupdate@stch.org.uk](mailto:serviceupdate@stch.org.uk).

With very best wishes

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