

January 2009

Dear Colleague

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

I am pleased to confirm that from 19th January, St Catherine's community care will now be operating seven days a week 8am-8pm.

Immediate changes.

From 19th 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. In addition, hands-on nursing care will be available 8am-8pm. This will be to provide practical support to patients at home for a time-limited period. The purpose of this expansion of our services is to increase patient choice. We hope this will mean that more of your patients who wish to receive care at home will be able to do so, but would reassure you that the choice of Inpatient care will also continue.

Nursing care will be delivered by two teams and the team leader for your area is Sandra Cabral. 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 in partnership with the existing and developing NHS and social care services. We will also continue to attend 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. All referrals will be reviewed daily.

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.***

I am pleased to enclose a few leaflets which summarise our community service, for your use and distribution. If you would like more detailed information, please see our web pages 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.

With very best wishes,

Sarah Pearce
Lead Nurse – Community Care