

The words that make up the illustration came from patients and supporters when we asked them which words they associate with St Rocco's



We welcome your comments

Staff at St Rocco's aim to care for patients and relatives to the highest professional standards. If you are satisfied with the care given please let staff know. If for any reason you are less than happy with any aspect, please let us know immediately, so that we have the opportunity to put it right. Please speak to Clinical Lead for Outreach Services or the Chief Executive Officer at St Rocco's Hospice.

If you have any queries or comments about this or any other St Rocco's service, please contact our friendly team on 01925 575780 OR 0333 366 1066



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Registered Charity No. 511592



HOSPICE AT HOME SERVICES

Information for Professionals

If you would like this leaflet in other formats, please contact us.



Care Quality Commission
Northwest Citygate, Gallowgate
Newcastle upon Tyne. NE1 4PA
Email: enquiries.northwest@cpc.org.uk

Healthcare Ombudsman
www.ombudsman.org.uk/make-a-complaint
Tel: 0344 015 4033

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We have been caring for people in Warrington for over 30 years and are now able to take our care and support out into the community, to those who need us in their homes.

Hospice at Home Service

St Rocco's Hospice at Home Service aims to support people to remain at home if that is their choice.

This service is provided by a team of experienced healthcare assistants who give practical nursing care and psychological support to patients and their families.

Patient referral criteria

Patients must have palliative care needs and one of the following must apply:

- **Assessed to be in their last weeks of life.**
- **Require support to facilitate a discharge from a hospice or hospital whilst awaiting a care package to commence.**
- **Requiring support to facilitate a rapid discharge from hospital or hospice to die at home.**
- **To avoid a crisis admission to hospital.**
- **Support the patient whilst awaiting a bed in the hospice.**
- **NB all referrals must be under the care of the district nursing team.** Care management remains the responsibility of the GP and district nursing team.
- **Patients must be over the age of 18 and have consented to referral to the service.**
- **Patients preferred place of care is home.**

How to access the service

A referral must be completed and emailed via nhs.net. If you require a referral form please contact the Warrington Integrated Palliative Care Hub.

Please ensure all details are provided on the referral form as incomplete forms will delay response. Telephone contact may be made if further information is required.

Referrals must be received no later than 4pm for same day response.

Availability

The service offers night sits from 10pm to 8am for patients who meet referral criteria subject to availability.

General information

A response to the referral is normally given within 24 hours.

Other services available within St Rocco's Hospice

- Warrington Integrated Palliative Care Hub
- Out patient clinics
- Complementary therapies
- In Patient Unit
- Counselling and Emotional Care Services

If you wish to access any of the above services please contact the Hospice on 01925 575780 or 0333 366 1066.

How much will it cost?

St Rocco's Hospice is a registered charity and the Hospice at Home service is provided **free of charge at the point of delivery.**

Hospice at Home staff will gladly try to answer any other questions or concerns you may have.