



Making Every Day Count

Warrington Palliative Virtual Ward

What is Palliative care?

Palliative care describes the physical, psychological, and social care and support given to people who have an illness or disease that cannot be cured. The goal of palliative care is to achieve the best possible quality of life for patients and to help with concerns of the patients and their families.

What is the Palliative Virtual Ward?

The Palliative Virtual Ward is delivered by St. Rocco's Hospice. We provide short-term support and monitoring of clinical symptoms within your own home. You will have an initial face-to-face assessment with a senior nurse. We will then work together with you to develop a plan of care and provide continued monitoring of your symptoms via telephone or the Luscii App. Anyone can access the Palliative Virtual Ward if they need help with unmet symptoms and palliative care support following a referral from a GP or health professional.

How do I access the service?

You can call us on: **03333 661066** We are here: **9am-5pm Monday to Sunday (including Bank Holidays)**

Please leave a message if your call is not answered. The answerphone is checked at regular intervals throughout the day, and someone will call you back. Voicemails received after 5pm will be contacted on the next working day.



Who do you need to tell?

Please advise all medical and health professionals involved in your care that you are receiving care from the Palliative Virtual Ward for us all to work together to optimise your support.

Do we need access to your medical information?

To provide and coordinate this service, we need to access your medical information and will need your permission to do this.

If we have not obtained your permission in advance, we may ask for it when you call the helpline.

We will store your details securely so that if you need any further support, advice, or service, we will have a record, and this will reduce the time and repetition of future calls or referrals to other services/information.

To maintain and develop services, we may from time to time ask you to complete a satisfaction survey/patient feedback on how you felt the services worked and how these could be improved.



What happens after discharge from the Palliative Virtual Ward?

When you are discharged from the Palliative Virtual Ward, your care will be transferred to either your GP or other healthcare services.