Referral Criteria to the Rowcroft Hospice at Home Care Team

Our Hospice at Home Service's primary aim is to support people to die at home, if that is their choice. It helps to build community services by supporting district nurses and GPs in their role as key workers and does this by providing specialist nursing advice and direct personal nursing care in the final weeks of life.

The Rowcroft Hospice at Home Team assess and provide symptom management, support and personal care to patients and their families, when the patient has a prognosis of less than two weeks, regardless of diagnosis. They also provide support and advice to nursing homes, residential homes and community hospitals for this patient group as requested. The registered nurses are available 24 hours a day for advice to other non-specialist health and social care professionals.

Referral criteria

- A patient in the last two weeks of life, regardless of diagnosis, who has identified that their preferred place of care is their usual place of residence (this includes both private residence or residential care home).
- All reversible causes of deterioration should have been explored before referral.
- The patient and family must be aware of and agree to referral to Rowcroft's Hospice at Home Team.
- To access our support, the person being referred to Rowcroft is registered with a GP in one of the following areas: Ashburton, Bovey Tracey, Brixham, Buckfastleigh, Dartmouth, Dawlish, Ipplepen, Kingskerswell, Kingsteington, Newton Abbot, Paignton, Teignmouth, Torquay or Totnes (see full list of GP surgeries below)
- The patient must be 18 years or over.

Patients whose preferred place of care is the hospice can be referred for support once admission for end-of-life care has been agreed with the Inpatient Unit team. They will still need to fulfil the other referral criteria above (eg. they are in the last two weeks of life, they have agreed to the referral etc.)

The service will become involved earlier with patients who have learning difficulties, to enable us to build a trusting relationship.

There may be exceptions to these criteria, which will be discussed with the referrer on a patient-by-patient basis.

Full list of referring GP surgeries

- Ashburton: Ashburton Surgery
- Bovey Tracey: Riverside Surgery
- Brixham: Compass House Medical Practice; Mayfield Medical Centre
- Buckfastleigh: Buckfastleigh Medical Centre
- Dartmouth: Dartmouth Medical Centre
- Dawlish: Barton Surgery

- Ipplepen/Kingskerswell: Kingskerswell and Ipplepen Surgery
- Kingsteington: Kingsteington Medical Practice
- Newton Abbot: Albany Surgery; Buckland Surgery; Cricketfield Surgery; Devon Square Surgery
- Paignton: Corner Place Surgery; Old Farm Surgery; Mayfield Medical Centre; Pembroke Medical Centre
- Teignmouth: Channel View Medical Practice; Teign Estuary Medical Group
- Torquay: Brunel Medical Practice; Chelston Hall Medical Practice; Croft Hall Medical Practice; Pembroke Medical Centre; Southover Medical Practice; Chilcote Surgery
- Totnes: Catherine House Surgery; Leatside Surgery

Referral process

- Referrals can be made at any time, 24 hours a day, 7 days a week including all bank holidays.
- Referrals will be accepted from any health or social care professional directly involved in a patients care; this includes both the community and hospital setting.
- 'In Hours' Monday to Friday referrals will be taken by a Community Services Administrator.
- Out of Hours referrals will be taken by a Hospice at Home Registered Nurse.
- Further Information about referral acceptance and levels of input can be discussed with the Hospice at Home Nurse or Manager
- Environmental and moving and handling issues will usually have been risk assessed prior to the referral for patients who have district nurse involvement. Where timescales allow, the nurse can complete these assessments.
- Referrals from nursing homes who require more than the standard support and advice from the registered nurse (ie Senior healthcare assistant support) will be assessed on an individual patient basis.