

Rowcroft Hospice at Home Information for Patients and Families



The team

Our team is led by Registered Nurses with specialist palliative care experience. We work closely with GPs, District Nurses and our Community and Hospital Palliative Care Teams, as well as other healthcare professionals involved in your care.

Our Senior Healthcare Assistants may provide up to 24/7 hands-on care and support to you and your family depending on availability. They help to support your choice to be at home in the last few days of life; this may be your own home, a residential or nursing home. Our experienced Senior Healthcare Assistants have received training in palliative nursing care through Rowcroft Hospice.

Our aims are:

- To provide you with nursing care and give families practical help and support
 - To continue to work closely with others involved in your care, keeping everyone up to date with regards to your condition and changing needs
 - To provide support to care homes to enable more people to have the choice to stay in their own residential or nursing home
 - To provide support and advice to other healthcare providers on all aspects of nursing care relating to the last days of life
- To support you to remain in, or return to, the place where you would prefer to be cared for during the last days of life



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How our service works

- We take referrals from healthcare professionals including Rowcroft's Community and Hospital specialist palliative care teams, GPs, District Nurses, Care Home Managers or members of the out of hours healthcare teams
- Referrals are taken 24 hours a day, 7 days a week
- We aim to respond to urgent referrals within 24 hours, but often we respond within a few hours
- The Rowcroft Hospice at Home Sisters will come to your home and discuss with you and your family what care you need and how we can help. If you need help we can visit overnight as our staff are on duty 24 hours a day

- The Sisters will plan the care you will receive from the Rowcroft Hospice at Home team and make sure you, your family and others involved in your care know what extra support we are providing
- If you think this service may be useful to you or your family please contact your GP, District Nurse or Rowcroft Community Team Nurse who will make a referral
- The SHCA's will let the Sisters know how you are after each visit
- The Sisters will also keep in touch and call to see you again as often as needed
- We can also give advice about other services that can support you and your family at this time

The Hospice at Home service is funded jointly by Rowcroft Hospice and through a commissioning contract from South Devon and Torbay Clinical Commissioning Group and is free of charge.

If you require this information in an alternative format please call 01803 210800