



## What is Palliative Care?

Palliative Care is a holistic approach addressing the physical, social, emotional and spiritual needs of patients with progressive illnesses and their carers.

Palliative Care can be considered at any stage of a person's illness, including alongside active disease management or when active treatment of the disease is no longer possible.

## How might the Prospect Care Home Palliative Support Nurse help you?

- We offer an advisory, supportive service for patients, families, carers and staff
- We work alongside you, focusing on those things that may be of most concern to you
- We provide an opportunity for you to express your thoughts and feelings
- Advise on managing pain and other troublesome symptoms
- Offer you the opportunity to support discussions around any preferences, priorities and wishes you have around your future care

## What should I expect?

A member of the team will meet with you and your family or carer if you wish. We will introduce our service and explain our role.

Together with you, your family and the staff at the care home, your GP and other healthcare professionals involved in your care we will establish a plan of care and timely review.

We aim to work closely with your carers at your home. We offer regular education within care homes to enable your care plans to be met.

## Your Prospect Care Home Palliative Support Nurses are:

- Sophia Hawtin (Team Leader)
- Sarah Powell
- Pauline Claxton
- Jane Fishlock

## Contact

You can contact the team by calling:

**01793 816139, Monday to Friday, 9am - 5pm excluding bank holidays.**

**Advice can be accessed outside of these hours, such as bank holidays, evenings, nights and weekends by contacting our 24 Hour Advice Line on 01793 816109.**

## Valuing your views

We understand that even the smallest things can make the biggest difference. Your thoughts and views are important to us, and we would appreciate your feedback on any aspects of our service.

You can do this by contacting us directly on **01793 816124** and asking for **Sophia Hawtin, Team Leader**.

Alternatively you can complete an online questionnaire by visiting our website, **[www.prospect-hospice.net/have-your-say](http://www.prospect-hospice.net/have-your-say)**.