

Bedfordshire Partnership for Excellence in Palliative Support (PEPS)

Directory of Services

The provision of 24 hour support and coordination of palliative care across Bedfordshire for patients, families, carers and health and social care professionals

Call: 01767 641 349

Contents

- 1 Introduction to the PEPS service
- 3 Bedford Daycare Hospice
- 3 Community Matron Service
(SEPT Community Health Services, Bedfordshire)
- 4 Community Nursing Service
(SEPT Community Health Services, Bedfordshire)
- 5 Central Bedfordshire Emergency Duty Team
- 6 Florence Nightingale Hospice
- 7 Garden House Hospice
- 8 Keech Hospice
- 9 Macmillan Specialist Palliative Care Service
(SEPT Community Health Services, Bedfordshire)
- 10 Marie Curie Cancer Care
- 10 Palliative Care Support Workers
(Cambridgeshire Community Services)
- 11 Rapid Intervention Service
(SEPT Community Health Services, Bedfordshire)
- 11 Social Care Workers (Bedford Borough Council)
- 12 Sue Ryder – St John's Hospice
- 13 Willen Hospice

Bedfordshire Partnership for Excellence in Palliative Support (PEPS)

The PEPS service is designed in partnership between Bedfordshire Clinical Commissioning Group, Sue Ryder and other healthcare providers. It aims to remove the many layers of communication that you may have previously needed with health and social care professionals for the delivery of your care. We offer a single point of contact through our PEPS Coordination Centre, which is hosted by Sue Ryder at St John's Hospice in Moggerhanger.

The PEPS Coordination Centre is available for patients, families, carers and health and social care professionals when help and support is needed. However, the service is not designed to replace your existing GP and nurse relationship.

For more information about the PEPS Coordination Centre please call 01767 642 410 and ask to speak to the PEPS team.

About this booklet

You have been passed this booklet as someone who is entitled to access our service. It provides information on the healthcare providers which form part of the PEPS service.

PEPS Coordination Centre

Skilled nurses will answer your call and after identifying your needs they will contact the appropriate provider to respond. We work in partnership with local providers, district nurses, the ambulance service and other health and social care professionals.

To help us when you call, it is important that we have access to your medical information. Permission will be asked through professionals currently working with you or when you call.

Accessing this information will help ensure that all the professionals involved in your care are kept up to date on your needs.

To access the service 24 hours a day
call: 01767 641 349

Bedfordshire Partnership for Excellence in Palliative Support (PEPS)

(continued)

Palliative Care Support Worker Service **What can the service provide?**

The service is designed to provide an extra level of support for patients, carers and their families to enable patients to remain at home, if that is their wish.

The service provides ongoing support for patients and families in conjunction with the district nurse team if appropriate, when less frequent visits may be beneficial.

Crisis intervention

This may consist of several visits in a day for a period of up to three days until the crisis is resolved or other appropriate services are in place. This may include personal care, sitting with a patient, general emotional support for the patient and family. The Palliative Care Support Worker team can visit for a two hour period, although longer visits may be planned as appropriate.

Ongoing support

The team will generally allow a one hour period for this visit, although longer visits may occasionally be appropriate. This may consist of a weekly visit or as arranged with the key worker (usually the District Nurse team) and with the patient and family/carer. This service is available seven days per week.

The team consists of Health Care Assistants (HCA) with increased training in supporting palliative patients and their families' care in conjunction with the key worker (usually the District Nurse team).

Nurse home assessment

Following a call to the PEPS Coordination Centre you may be advised that it is necessary for a nurse to come to your home to carry out an assessment. These nurses, who are skilled in palliative care, will review your symptoms and current care plan and following this may provide advice and or make appropriate adjustments to your care. For example they may review your medication and, in consultation with a doctor, make suitable adjustments. This service runs seven days a week, and is available 5am to 11pm Monday to Friday and 9am to 5pm at weekends and on bank holidays. The service can be accessed via the PEPS Coordination Centre.

Should you be in hospital these nurses may also assist with the planning of your discharge.

For more information on PEPS, visit: www.sueryder.org/peps

Bedford Daycare Hospice provides specialist palliative care on a daily basis (Monday to Friday) to people affected by cancer or other life-threatening illnesses.

A highly skilled multi-disciplinary team ensure that specialist care and support is available from the time of diagnosis through investigations and treatment, to remission or palliative care.

Services available at the hospice include:

- day Hospice (Monday to Friday, 10am–4pm)
- a visiting lymphoedema service by arrangement
- counselling
- 'Ways Ahead' salon – coping with hair loss
- complementary therapies
- a cancer and information support service
- pop-in day for people who have been newly diagnosed
- benefits advice
- boutique in grounds (open 11 am to 3pm)
- support groups

These services are available to adult patients of all ages with life-threatening illnesses and from all communities and backgrounds living in mid and North Bedfordshire.

Services at the hospice are free and we very much rely on the financial support and generosity of the people in the community to enable the hospice to continue to deliver a unique service of the highest standard.

www.bedforddaycarehospice.co.uk

The service is comprised of Community Matrons with advanced clinical and diagnostic skills, who are responsible for the case management of those with complex long-term conditions. As well as case management, the Community Matron is responsible for providing treatment for their patients (except when treatment needs to be provided by a specialist provider).

Each patient will have a personalised health plan offered and a Community Matron will oversee the coordination of care and services across health and social care.

www.sept.nhs.uk/Community-Health/Bedfordshire-Community-Health-Services.aspx

Bedford Daycare Hospice

Your Local Hospice, Supporting the People of Bedford Subscribe to our new newsletter

Bedford Daycare Hospice, Gladys Ibbett House,
3 Linden Road, Bedford, Bedfordshire MK40 2DD



Community Nursing Service

(SEPT Community Health Services,
Bedfordshire)

The Community Nursing Service provides scheduled care to house-bound patients. The primary purpose of Community Nursing is to provide holistic health needs assessment for patients, families and carers. Community Nurses provide skilled clinical judgement to enable patients to improve, maintain or recover health, to cope with health problems and to achieve the best possible quality of life.

The core services provided by the Community Nursing Service are:

Assessment

- care planning – single assessment
- referral onto other services/agencies
- wound care
- teaching
- care management needs
- manual handling assessment
- continuing health care
- pain assessment
- risk assessment
- disease-specific risk assessment
- nutrition assessment
- continence
- palliative care
- phlebotomy
- leg ulcers

Intervention

- condition management including supporting people at the end of their life
- health improvement
- health promotion
- discharge planning
- pressure area care
- catheter care
- diabetic care
- medication management
- eye care
- bowel and bladder management
- intravenous therapy
- phlebotomy, venepuncture
- nurse prescribing
- palliative care/terminal care/bereavement care

Health promotion

- advice on diet and fluid intake
- immunisation and vaccination
- smoking cessation

Condition management

- management of long-term conditions for those patients not on a Community Matron caseload e.g. management and support of patients with chronic degenerative conditions
- record-keeping in accordance with SEPT policies and Nursing and Midwifery Council (NMC) code of practice
- scheduling of care
- supporting other professionals with long-term condition management

www.sept.nhs.uk/Community-Health/Bedfordshire-Community-Health-Services.aspx



Central Bedfordshire Emergency Duty Team

We provide an emergency assessment, commissioning and advice service for crises that arise outside office hours.

Our team is experienced in working in crisis situations with all service user groups such as vulnerable children, vulnerable adults and people who are suffering with mental illness.

We work within the legal framework relevant to each service user group, in order to carry out the duties of the local authorities for which we work (Bedford Borough and Central Bedfordshire).

We are able to support professionals and members of the public by enabling them to identify priorities in a crisis, undertaking risk assessments, commissioning emergency resources, liaising with other agencies, negotiating, signposting and providing emergency advice.

We have a good working knowledge and good working relationships with other agencies out of hours.

We are not able to undertake support visits but will commission these where an emergency need has been identified.

www.centralbedfordshire.gov.uk



**Central
Bedfordshire
Council**

The aim of the Florence Nightingale Hospice is to provide a first class palliative care service to people living in the South Bedfordshire area. Those nearing the end of life, along with their families, are supported by the experienced and established clinical team.

The specialist palliative care provided by Florence Nightingale Hospice deals with the more complex physical, psychological, social and spiritual needs of cancer and non-cancer patients.

Florence Nightingale Hospice has 11 inpatient beds and also a day hospice for up to 12 patients a day (four days a week). The day hospice offers individual care through therapeutic treatments, pain and symptom relief and a range of psychological and welfare support. It also provides a social setting for patients to learn new skills, reminisce and share their personal worries.

Lymphoedema service

The clinic treats patients who experience immobility and physical discomfort from swollen limbs either due to fluid retention following surgery or from a genetic deficiency in the lymph system.

Bereavement service

Trained volunteer bereavement listeners offer support to families and carers following the death of a loved one. The aim of the service is to help people re-establish their own lives but sometimes these needs can be complex and ongoing. A specially trained team offer bereavement support to children facing the loss of siblings, parents or grandparents.

www.fnhospice.org.uk



Florence Nightingale Hospice
Stoke Mandeville Hospital, Aylesbury
Bucks HP21 8AL

Situated in Letchworth Garden City, the Garden House Hospice serves the communities of Baldock, Hitchin, Letchworth, Royston, Stevenage and the surrounding villages of North Hertfordshire. It provides the following care and support:

Inpatient care

This service is provided through the 12 inpatient beds.

Admission to a hospice bed may be offered to improve troublesome symptoms, to give family and other carers a break or for nursing care when a patient is very ill and more care is needed than is possible at home. The average length of stay is 10 days.

Nurses staff the inpatient unit 24 hours a day, seven days a week. A member of the medical team is on call 24 hours a day, seven days a week. All staff have training in specialist palliative care.

Outpatient care

Clinics are held at Garden House. Patients may attend Garden House for medical consultations and treatments, complementary therapy or physiotherapy.

Day hospice

This provides an opportunity within a caring atmosphere, for a listening ear or to talk with other people. A day spent in day hospice offers a break for carers, as well as support for patients, family and friends.

Experienced nurses working with trained volunteers run the day hospice.

There is access to the wider hospice team including:

- complementary therapist
- physiotherapist
- doctor
- chaplain
- family support

Day hospice is open three days a week from 10am until 3pm. Patients usually attend one day per week and help with transport is available.

Hospice At Home

The Garden House Hospice at Home service offers specialist nursing care and support and advice for patients in their own home. Nurses visit between 8am–10pm, working two to five hour shifts or nine hours at night and the service is available 365 days a year.

www.ghhospice.co.uk



Garden House Hospice
Gillison Close
Letchworth Garden City SG6 1QU

Our adult inpatient Unit provides specialist palliative care for people with life-limiting illnesses. Patients are admitted to the Inpatient Unit for many reasons. Some are admitted for the assessment and relief of symptoms and will return home when the symptoms have been resolved. Some people are admitted for their end of life care and stay with us for the last few weeks of their life.

Patients are cared for by our specialist team of doctors, nurses, healthcare assistants, therapists and social workers. The high ratio of staff-to-patients ensures an excellent quality of service and personalised care for the patient, their family and friends. While admitted to the unit, patients and their families are offered a range of therapies, including hydrotherapy, music therapy, and complementary therapies. There is also access to a social worker, chaplaincy support, and pre and post bereavement support from the team of therapists.

Our palliative care centre offers a warm and friendly welcome to people requiring support and advice. Our aim is to maximise and enhance your quality of life by offering a range of services. The team is made up of experienced nurses, carers, doctors, therapists, trained volunteers and other professionals including a palliative care social worker, chaplains, counsellors and bereavement workers.

We offer a range of services which include:

- doctors' clinics for symptom control and ongoing monitoring of symptoms
- nurse led clinics for symptom control and emotional support
- specialist social worker advice and support
- weekly visits that may be part or full days
- drop in sessions
- complementary therapies
- music therapy, creative art and relaxation
- emotional support
- support with future planning
- blood transfusions and bisphosphonate infusions
- carers support either one to one or group

Hospice at Home volunteer services

Hospice at Home volunteer services are charitable organisations. Their volunteers provide practical help and friendship to clients and their carers. Tasks undertaken include sitting with the client, enabling the carer to go out to shop, visit the hairdresser or to take a well-earned social break. Volunteers provide the essential unbiased friendly ear needed by those caring for a loved one over a period of time. The service does not replace or take over the care and support provided by statutory services and volunteers do not provide direct personal nursing care or domestic services.

www.keech.org.uk



Keech Hospice Care
Great Bramingham Lane
Streatley, Luton LU3 3NT

Macmillan Specialist Palliative Care Service

(SEPT Community Health Services, Bedfordshire)

The goal of specialist palliative care is to ensure the best quality of life for adults and older adults with life-limiting conditions and their families. This includes direct care of those with complex needs (by links with specialist services / teams and the indirect care of those with palliative care needs through expert advice, support, education, training and governance).

The role of the Macmillan Clinical Nurse Specialist is to work in partnership with the primary care team and hold a caseload of those patients with complex specialist palliative care needs. Each patient with a life-limiting condition will be assessed holistically using an agreed tool at the beginning of their palliative diagnosis and at appropriate points of the care pathway.

Referral is made to other services and agencies as appropriate and the team will work with the relevant key worker at any given time.

The Macmillan Specialist Palliative Care team includes a Specialist Palliative Care Physiotherapist whose aim is to maximise patients' ability to function, promote independence and assist them to adapt to their condition. The Specialist Palliative Care Physiotherapist will also give educational support to South Bedfordshire locality.

The team also work in partnership with other agencies to provide specialist services such as:

- hospices
- psychology
- palliative physiotherapy
- welfare rights advice and advocacy
- rehabilitation and enablement

www.sept.nhs.uk/Community-Health/Bedfordshire-Community-Health-Services.aspx



Marie Curie Cancer Care provides nursing care to people in their own homes. We care for people with terminal cancer and other life-limiting illnesses such as heart failure, motor neurone disease and renal failure.

Our service is delivered by Marie Curie Nurses (who are Registered Nurses) and trained Marie Curie Senior Healthcare Assistants. We provide nursing care to terminally ill patients so that they can remain in their own homes rather than go into hospital. We also offer emotional and respite support for the patients' families and carers. Our services are always free for patients, their families and carers.

Our Marie Curie Nurses and Marie Curie Senior Healthcare Assistants provide nursing shifts, usually at night (between 10pm and 7am) for three hours or longer, depending on the care needs of the patient and their family. In addition to nursing care, we also provide physical and psychological assessment as requested and required.

www.mariecurie.org.uk

The Palliative Care Support Workers (PCSW) are healthcare assistants who provide a rapid response service in South Bedfordshire.

The Palliative Care Support Worker will be able to:

- remain with the patient, families and carers until a potentially critical situation has stabilised
- liaise with specialist palliative care services or the community nursing service where more complex care needs are identified
- support the patient, families and carers through the dying phase, as required
- provide support to the family and carer immediately following the death of the patient

The PCSW will provide hands-on care until a care package is in place, for example to enable a patient to be discharged from hospital for end of life care. They are not able to provide hands-on care for more than one to two days.

There is one PCSW on duty at a time, so if a patient requires two carers for personal care, more planning may be required.

www.cambscommunityservices.nhs.uk



The Rapid Intervention Service is a team that assesses and organises nursing and social care for patients with acute conditions who would otherwise be admitted to hospital.

The service consists of a multi-disciplinary team of nurses and health care assistants, who will attend a patient in their own home to organise and if appropriate, deliver acute home based care.

Within the assessment of patient care, if necessary, the Rapid Intervention Team may also organise diagnostic tests, and arrange admission to the appropriate service.

The period of care delivery within the community is up to a maximum of 72 hours and the team will commence discharge planning as soon as patients are admitted to the caseload.

Patients accepted for care under the Rapid Intervention Team will include those with a non life-threatening condition, which would alternatively be admitted to hospital.

[www.sept.nhs.uk/Community-Health/
Bedfordshire-Community-Health-Services.aspx](http://www.sept.nhs.uk/Community-Health/Bedfordshire-Community-Health-Services.aspx)

Bedford Borough Council will provide social care workers to assess people's needs. The social care worker will assess needs according to the Fair Access to Care Services eligibility criteria. Where people's needs meet those eligibility criteria, the social care worker will arrange with the individual for those services to be delivered to ensure that the identified needs are met.

The council will commission personal care services from homecare providers to support people at home.

The council may also provide its own Re-enablement Team to support people at home. This team will assist and support people to retain as much independence as possible in relation to their personal care needs.

www.bedford.gov.uk



**BEDFORD
BOROUGH COUNCIL**

Sue Ryder – St John’s Hospice is a specialist palliative care and treatment centre, located in a quiet country setting in the village of Moggerhanger near Sandy in Bedfordshire.

Our two consultants in palliative medicine lead a clinical team that care for patients with a range of medical conditions and also for their families and loved ones. We offer specialist palliative medical and nursing care to ensure patients have the best possible quality of life.

We provide:

- specialist palliative care
- complementary therapy
- end of life care
- chaplaincy and spiritual care
- lymphoedema management
- family support
- physiotherapy
- recreational therapies

St John’s Hospice is part of Sue Ryder, a national charity that provides care for people living with life-limiting illnesses and long-term conditions. The information here is designed to tell you everything you need to know if you or a loved one is in our care. If you think there is anything missing, please tell us.

Our philosophy of care

The philosophy of St John’s is to recognise the uniqueness of each person. We continually assess the emotional, physical, social and spiritual needs of those we’re looking after.

We also offer support to family and friends, enabling them to spend quality time with loved ones in a tranquil setting. Patients living with long-term illnesses can experience many losses and we provide continuing support in the face of loss and sadness.

We support patients with all palliative conditions. This is not just cancer but covers all illnesses including motor neurone disease, kidney and heart failure, respiratory disease and dementia.

Inpatient unit

15 bed unit for adults 18 years and over requiring specialist palliative care, symptom control or end of life care. We are not a long-term care provider and the average stay is 10–14 days.

Outpatient unit

Day treatment for blood transfusions, paracentesis treatments, zoledronic acid infusions, treatments for lymphoedema where secondary to cancer or cancer treatments, complementary therapies for those with palliative conditions.

www.sueryder.org/stjohnshospice



Sue Ryder – St John’s Hospice
Moggerhanger, Bedford
Bedfordshire MK44 3RJ

Willen Hospice is a registered charity that provides specialist palliative care for people aged 18 years and over with life-limiting conditions in Milton Keynes and the surrounding areas.

The specialist palliative care focuses on key areas:

- pain
- symptom control
- emotional support
- psychological support
- spiritual support

In addition to a 15 bed inpatient unit we also have a team of seven clinical nurse specialists and a Hospice at Home team of registered and auxiliary nurses, who provide specialist palliative care in the community.

The day hospice is open three days a week and we also provide a lymphoedema service and social care service, encompassing family and bereavement support.

We are not a long-term care provider and the average stay is 10–14 days.

www.willen-hospice.org.uk



Willen Hospice
Milton Road, Willen Village
Milton Keynes MK15 9AB

Bedfordshire Partnership for
Excellence in Palliative Support (PEPS)
Call: 01767 641 349

**This document is available in
alternative formats on request**

