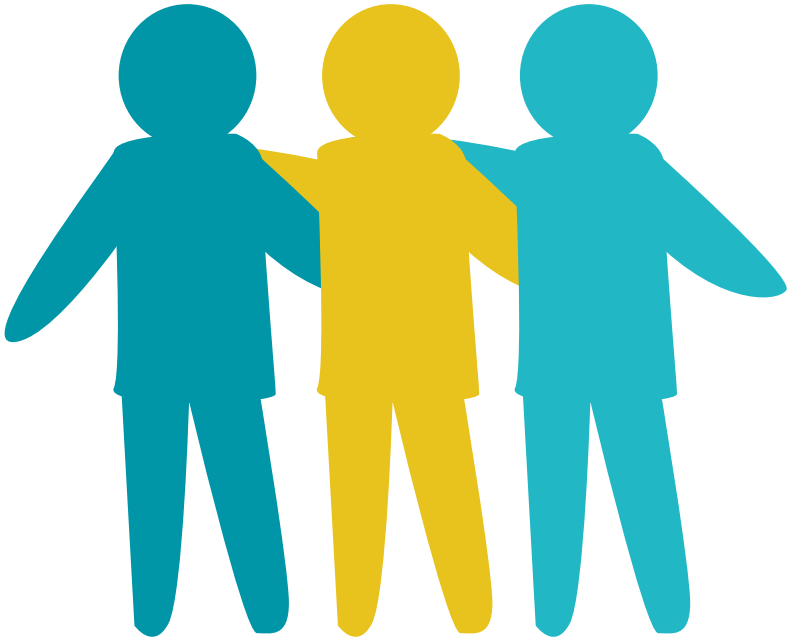


NORTH · LONDON
HOSPICE

Registered Charity No. 285300



Who's Who
at North London Hospice

A brief guide to the services, professionals and teams that might be involved in your care and how to find more information.

What is palliative care?

General palliative care is an approach that improves the quality of life of patients and families who are facing problems as a result of life-limiting illnesses. All health professionals provide this care.

What is specialist palliative care?

This is care provided by specially trained multi-professional teams, for patients with complex problems. Palliative care specialists also give advice to those providing general palliative care. The team which assesses your needs will decide whether you need specialist palliative care.

North London Hospice is a specialist palliative care unit

WHO'S WHO

at the North London Hospice

North London Hospice staff includes doctors, nurses, social workers/counsellors, and physiotherapists, supported by volunteers. The Hospice provides specialist advice to assist your GP and other local health services. The majority of care from North London Hospice is provided at home but the Hospice also provides Inpatient Care, and a Health and Wellbeing service. You can contact the Hospice to find out about the help available to you.

The Hospice is a registered charity and not directly part of the NHS. All North London Hospice care is given free of charge.

Community Specialist Palliative Care Teams comprise doctors, nurses, social workers and physiotherapists. They work closely with and advise other healthcare teams. The Teams become involved with patients when there are complex issues that require specialist involvement, such as symptom control, or if emotional or social support is needed. Your GP or hospital team will make a referral to them.

There are three Community Teams:

Community Specialist Palliative Care Team – Barnet

47 Woodside Avenue, London N12 8TT

Community Specialist Palliative Care Team – Enfield

110 Barrowell Green, London N21 3AY

Community Specialist Palliative Care Team – Haringey

The George Marsh Centre, St. Ann's Hospital, St. Ann's Road,
London N15 3TH

Telephone **020 8343 8841** and ask for the Team you require.

Palliative care in the community in Haringey is provided by a partnership of providers.



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All North
London Hospice
care is given free
of charge.

Palliative Care Support Service (PCSS) (Hospice at Home)

Hospice at Home enables people to be cared for in their own homes by providing Registered Nurses, Health Care Assistants and specially trained volunteers.

The service works in partnership with District Nurses, providing patients with hands-on care, crisis intervention and end-of-life care at home, day and night, for a limited period of time.

Hospice Inpatient Unit (IPU)

18 single en-suite rooms offering specialist 24-hour care. Patients can be admitted for various reasons, including symptom control and end-of-life care. The Hospice is responsible for your care whilst in the IPU. Unfortunately the Unit is unable to provide long-term care.

Health and Wellbeing Services

Health and Wellbeing Service is a multi-professional service, helping patients to manage their condition. The service offers a range of clinics, workshops, courses, groups and individual sessions to provide support, skills and therapeutic interventions tailored to individual needs.

Who's who in the National Health service (NHS) and elsewhere

Primary Health Care Team is the term used for local NHS health care staff in the community. This usually includes the GP, practice nurse, district/community nurse and others as needed.

GP (General Practitioner or family doctor) is responsible for all aspects of medical care whilst you are at home, including writing prescriptions. Your GP can arrange help from other professionals or services.

District Nurse or Community Nursing Team (qualified nurses and trained carers) provide nursing care, equipment and practical advice for those who have health needs and who may be housebound, including people with a life-limiting illness. You can be referred to this service via your GP.

Community Matrons coordinate care to support people with long term conditions so that they can remain at home, rather than being admitted to hospital.

Physicians, surgeons and hospital doctors are based in the hospital and specialise in a particular area of medicine. They are responsible for your care while you are in hospital.

Hospital specialist palliative care – most hospitals now have a specialist palliative care team which works alongside the hospital team.

Intermediate care provides short-term services to help people to move from hospital to home.

Physiotherapists teach exercises and can advise about pain management, breathlessness, movement and mobility. You may be referred to this service by your GP or the hospital.

Occupational therapists help you to remain independent. This may be by teaching coping strategies or providing equipment to help make daily life easier e.g. bathing, toileting or using the stairs. You may be referred by your GP, hospital or local social services.

Continuing Healthcare (CHC) provides practical personal care at home or in a residential or nursing home, depending on your needs. This free service is provided by the NHS and is dependent on your healthcare needs.

Social Services care involves a financial assessment for provision of practical personal care in the home, or care in a residential or nursing home. You may be required to make a financial contribution to this care.

Citizens Advice Bureau gives advice on benefits, local services, transport, care at home and practical problems. It also offers legal advice.

Marie Curie nurses provide hands-on care at home through the day or night, where the District Nurse identifies a need.

Private care is available through a number of other agencies.



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*All healthcare workers
should be able to
advise you about
additional help.*

Where do I start?

It is sometimes difficult to know which service to contact for what. If you are at home, your GP is the best place to start. All healthcare workers should be able to advise you where to go for additional help.

Who can help if I need more advice?

If you are already in contact with North London Hospice, you can ask your Hospice nurse, social worker, doctor or ring the Hospice on **020 8343 8841**.

NORTH·LONDON
H O S P I C E

**Serving the Boroughs of Barnet,
Enfield and Haringey**

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