Directory of Palliative Care and End of Life Services in Lincolnshire

Revised: March 2014
<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>2</td>
<td>In Patient Beds</td>
<td>4</td>
</tr>
<tr>
<td>3</td>
<td>Community Palliative Care</td>
<td>9</td>
</tr>
<tr>
<td>4</td>
<td>Day Therapy</td>
<td>14</td>
</tr>
<tr>
<td>5</td>
<td>Other Palliative Care Services</td>
<td>18</td>
</tr>
<tr>
<td>6</td>
<td>Information and Support Services</td>
<td>22</td>
</tr>
<tr>
<td>7</td>
<td>Support Groups</td>
<td>29</td>
</tr>
<tr>
<td>8</td>
<td>Advocacy Services</td>
<td>44</td>
</tr>
<tr>
<td>Appendix 1</td>
<td>Responsive Need Tool</td>
<td>46</td>
</tr>
</tbody>
</table>
INTRODUCTION

The aim of this directory is to outline the help and support provided by a range of organisations and groups who deliver care to people with life-limiting illness (sometimes referred to as palliative care) and to those needing care at the end of life so that you can seek help from the right organisation.

Palliative Care Defined

Palliative care is the active holistic care of patients with advanced progressive illness. Management of pain and other symptoms and provision of psychological, social and spiritual support is paramount. The goal of palliative care is achievement of the best quality of life for patients and their families. Many aspects of palliative care are also applicable earlier in the course of the illness in conjunction with other treatments.

Supportive Care Defined

Everyone facing life-limiting illness will need some degree of supportive care in addition to treatment for their condition. The National Institute for Clinical Excellence (NICE) has defined supportive care.

Supportive care helps the patient and their family to cope with their condition and treatment of it – from diagnosis, through the process of diagnosis and treatment, continuing illness or death and into bereavement. It helps the patient to maximise the benefits of treatment and quality of life and aims to help people live as well as possible with the effects of the disease. Supportive care should be fully integrated with diagnosis and treatment. It encompasses:

- Self help and support
- Information giving
- Psychological support
- Symptom control
- Social support and Rehabilitation
- Complementary therapies
- Spiritual support
- End of life and Bereavement care

We hope that you will find this directory useful. If you have any comments on how we might improve it please contact the Clinical Governance Administrator, St Barnabas Lincolnshire Hospice on Tel: 01522 511566.
Section 2 – In Patient Beds

Lincolnshire Community Health Services

John Coupland Hospital – Palliative Care Beds

Referral by: Single point of access
Contact: Scotter Ward
Ropery Road
Gainsborough
DN21 2TJ
01427 816570

Lincolnshire Community Health Services – Palliative Care Beds

Referral Criteria: As defined within regional palliative care bed service specification
Referral by: Any health professional
Contact: Sister Chapman – Ward Manager, Welland Ward
01775 652000

Other information: Works in conjunction with the Spalding Hospice Foundation and has relative’s overnight accommodation available.
Lindsey Lodge Hospice

Referral Criteria: Lindsey Lodge Hospice offers specialist palliative care to people with life limiting conditions living in North Lincolnshire.

Referred by: Patients may be referred to the service at any time and, although most referrals come from healthcare professionals, enquiries from patients and family members are welcome.

Contact: Karen Andrew – In patient care 01724 270835

Other Information: The emphasis for In-patient care is symptom management and end of life care for patients with complex problems that cannot be managed elsewhere in the health community. All support includes that for families and carers.

St Andrew’s Hospice – Specialist Palliative Care Adult Services

Referral Criteria: Referral for specialist palliative care can occur at any time in the pathway for patients with complex palliative care needs.

• St Andrew’s Hospice is available to people who have incurable, life limiting, malignant and/or non-malignant disease. Most patients will have advanced progressive disease and the focus of treatment will have changed from curative to palliative. Some patients, who have complex specialist needs, may be referred at an earlier stage in their illness. Palliative care may be necessary during periods of prognostic uncertainty, including newly diagnosed people and when treatment fails.

• The focus of specialist palliative care is on patients with a short prognosis. However, it is recognised that there are ‘grey’ areas and members of the clinical team will be happy to discuss such patients. The approach to the care provided is ‘holistic’ which also covers support to families and carers of those patients accessing Hospice services.
• The Hospice is unable to accept patients for indefinite care and this should be made clear by the referrer to the patient and their family/carers when admission to the unit is being discussed.

• Most patients will be admitted for a period of assessment; length of stay will be dependent on complexity of need and with the exception of patients who are in the last days/hours of life (unless this is the patient’s wish and can be supported), discharge planning commences on admission.

Referred by: Referrals can be received from any patient/carer/healthcare professional with the patient’s knowledge and consent.

Contact: St Andrew’s Hospice – Adult Services
Peaks Lane
Grimsby
North East Lincolnshire DN32 9RP

Tel: 01472 350908 Fax: 01472 359525
Website: www.standrewshospice.co.uk

St Andrew’s Hospice – Specialist Palliative Care Children’s Services

Referral Criteria: • St Andrew’s Children’s Hospice is available to all children and young people from birth to age 25 years with a progressive life limiting condition. Referral for care can be made at any time from diagnosis and throughout the child/young person’s illness.

• The approach to the care provided is ‘holistic’ which also covers support to families and carers of those patients accessing Hospice services.

Referred by: Referrals can be received from parents/carers/family members/friends/healthcare professionals with the parent’s/young person’s knowledge and consent.

Contact: St Andrew’s Hospice – Children’s Services
Peaks Lane, Grimsby
North East Lincolnshire DN32 9RP

Tel: 01472 350908 Fax: 01472 346447
Website: www.standrewshospice.co.uk
Referral Criteria: The service is available to patients with advanced, progressive disease (any diagnosis) where the focus of care has changed from curative to palliative.

Some patients, who have complex specialist needs, may be referred at an earlier stage in their illness. This may include patients who have progressive disease with a longer prognosis, or patients who require specialist pain and symptom management at the time of diagnosis, yet are undergoing active treatments such as chemotherapy and radiotherapy. Members of the inpatient unit clinical team will be happy to discuss such patients and advise on the appropriateness of admission.

Admission is usually planned for the following indications:

- Pain and symptom management - assessment and treatment of complex physical, psychological and emotional symptoms
- End of life care for patients with specialist palliative care needs
- Palliative rehabilitation

Referred by: Referrals for admission must be through patients’ general practitioners or medical specialists although other health professionals, patients and carers may initiate the process. Where the initial referral comes from anyone other than a senior doctor or nurse, the involvement and/or consent of the person who is primarily responsible for the patient’s care is required before the request can proceed.

Contact: St Barnabas Hospice
In Patient Unit
36 Nettleham Road
Lincoln LN2 1RE

Main Switchboard: 01522 511566
Safe Haven Fax: 01522 785711
Email: enquiries@stbarnabashospice.co.uk
Web: www.stbarnabashospice.co.uk
Sue Ryder Thorpe Hall Hospice – Specialist Palliative Care

Referral Criteria:
• We offer specialist palliative care services to people from Peterborough, Cambridgeshire, Lincolnshire, Fenland, Northampton, Leicestershire and Rutland.
• We provide compassionate, timely and expert support for people who have advanced illness and support to families.
• Our multi-professional team cares for physical as well as psychological and spiritual needs, aiming to help people achieve the best possible quality of life.

At Thorpe Hall Hospice we provide:
• Specialist palliative care and symptom management.
• End of life care.
• Funded respite (please contact for further information)

Referred by: Anyone initially – details sought from healthcare professionals as necessary

Contact: Allison Mann – Head of Care
01733 330060

Other information: Thorpe Hall Hospice
Thorpe Road
Peterborough
PE3 6LW.
Web: http://www.sueryder.org/What-we-do/Care-centres/Thorpe-Hall-Hospice
Section 3 – Community Palliative Care

Palliative Care Coordination Centre
St Barnabas Lincolnshire Hospice Trust on behalf of Commissioners

The Palliative Care Coordination Centre coordinates packages of care for the community of Lincolnshire, based on patient need and urgency. The Coordination Centre is staffed by administrative coordinators together with specialist palliative care nurses available for clinical support and advice to both healthcare professionals, patients and carers.

Referral Criteria:  
• Diagnosed with a life limiting illness and palliative prognosis

Referred by:  
Lincolnshire Community Nursing Service
Clinical Nurse Specialists
Hospital Discharge Liaison Nurses, (in and out of county)
Acute hospital ward staff
General Practitioners
Community Hospitals
Residential Care Homes
Marie Curie Rapid Response Service
(with key worker agreement)
Hospice@Home (with key worker agreement)
Day therapy (with key worker agreement)
Lincolnshire Health Contact Centre
(Previously known as SPA)

Contact:  
Tel: 0845 055 0708
Fax: 01522 520877
Monday-Friday 09.00-18.00hrs
Weekends and Bank Holidays 09.00-17.00hrs
Voicemail available out of hours.
**Macmillan Clinical Nurse Specialists for Palliative Care**

<table>
<thead>
<tr>
<th>Boston area</th>
<th>Louth and East Lindsey area</th>
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<tbody>
<tr>
<td>Pilgrim Hospital</td>
<td>Primary Care Arch</td>
</tr>
<tr>
<td>Sibsey Road</td>
<td>Louth County Hospital</td>
</tr>
<tr>
<td>Boston, PE21 9QS</td>
<td>High Holme Road</td>
</tr>
<tr>
<td>Tel: 01205 446542</td>
<td>Louth, LN11 0EU</td>
</tr>
<tr>
<td>Fax: 01205 446543</td>
<td>Tel: 01507 474113</td>
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<tr>
<td></td>
<td>Fax: 01507 474196</td>
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<tr>
<th>Bourne, Market Deeping and Stamford</th>
<th>Scunthorpe and North Lincolnshire</th>
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<tr>
<td>Bourne Health Clinic</td>
<td>6 Haldenby House</td>
</tr>
<tr>
<td>St Gilbert’s Road</td>
<td>Berkeley Business Park</td>
</tr>
<tr>
<td>Bourne PE10 9XA</td>
<td>Doncaster Road</td>
</tr>
<tr>
<td>Tel: 01778 426 523</td>
<td>Scunthorpe</td>
</tr>
<tr>
<td></td>
<td>DN15 7DQ</td>
</tr>
<tr>
<td></td>
<td>Tel: 01724 871556</td>
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<td></td>
<td>Fax: 01724 871557</td>
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<tr>
<th>Grantham and Sleaford area</th>
<th>Skegness, Mablethorpe and Coastal area</th>
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<tbody>
<tr>
<td>Grantham Community Base</td>
<td>Marisco Medical Practice</td>
</tr>
<tr>
<td>Tollemache Road South</td>
<td>Stanley Avenue</td>
</tr>
<tr>
<td>Spittlegate Level</td>
<td>Mablethorpe, LN12 1DP</td>
</tr>
<tr>
<td>Grantham, NG317UH</td>
<td>Tel: 01507 474113</td>
</tr>
<tr>
<td>Tel: 01476 590416 then option 6</td>
<td>Fax: 01507 474196</td>
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<tr>
<td>Fax: 01476 579037</td>
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<tr>
<th>Lincoln and North West Lincolnshire</th>
<th>Spalding and South Holland</th>
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<tr>
<td>Ravendale Health Centre</td>
<td>Johnson Community Hospital</td>
</tr>
<tr>
<td>Laughton Way</td>
<td>Pinchbeck Road</td>
</tr>
<tr>
<td>Lincoln, LN2 2BT</td>
<td>Spalding, PE11 3DT</td>
</tr>
<tr>
<td>Tel: 01522 340903</td>
<td>Tel: 01775 652256</td>
</tr>
<tr>
<td>Fax: 01522 528987</td>
<td>Fax: 01775 652358</td>
</tr>
<tr>
<td></td>
<td>South Holland Tel: 01775 652283</td>
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Marie Curie Cancer Care

**Referral Criteria**

- The patient is over 18 (we will consider young people between the age of 16 and 18 on an individual basis). Contact your Marie Curie Clinical Lead Nurse to discuss.
- The patient has end of life care needs for cancer or non-cancer diagnosis.
- The patient wants to stay at home
- The General Practitioner is willing to care for the patient at home
- The patient can be safely cared for at home
- Family or carers (where applicable) need additional support with the patient’s care

Marie Curie Cancer Care supports patient choice to be cared for and die at home. We aim to help make it possible for people who are seriously ill with cancer and other terminal illnesses to stay in the comfort of their own homes at the end of their lives. The service is free to patients irrespective of their circumstances.

**Referral by:** Referrals are accepted from District Nurse Case Managers or their nominated representative. Following a clinical assessment by the referrer, the priority of care is decided for each patient using the Responsive Need Tool (see appendix 1).

**Contact:** Barbara Ball
Clinical Nurse Manager
Marie Curie Cancer Care
Gervase House
111-113 Friar Gate
Derby DE1 1EX
Phone 08450 738591
Mobile 07768 828108
Fax (01332) 360911

**Other Information**

**Referrals:** Marie Curie Referral Centre open daily 8am-10pm
Tel 08450 567 899 (local call rate)
Fax 08450 567 898
Referrals can be made until 8.45pm for care on the same night.
Local arrangement for referrals to Marie Curie Nursing Service through Palliative Care Coordination Centre (PCCC) – see page 9

The Marie Curie Nursing Service provides planned palliative care overnight between 10pm – 7am to patients in their own home or a residential home setting.

Marie Curie Cancer Care supports patient choice to be cared for and die at home. We aim to help make it possible for people who are seriously ill with cancer and other terminal illnesses to stay in the comfort of their own homes at the end of their lives. The service is free to patients irrespective of their circumstances.

Marie Curie Cancer Care - Rapid Response Services

Referral Criteria:
• Patient must be 18 years old or over
• The referring clinician will answer “no” to the intuitive question integrating co-morbidity, social and other factors “Would you be surprised if this patient were to die in the next 6 - 12 months”, from the Prognostic Indicator Guidance, the Gold Standard Framework.
• Referral applies to palliative care patients with nursing, social or symptom management needs, either physical or psychological.
• Patients, who wish to remain in their home or normal residence, e.g. care home.

Referral by Health Care Professional or Patient /Carer directly once contact details provided.

Contact: Tel: 08450 550 709

Other Information: Clinical Lead Nurse: Louise Price Provides out of hours palliative support and advice 15:00-07:00 hours Monday - Friday 24/7 at weekends and Bank Holidays.
St Barnabas Lincolnshire Hospice - Hospice at Home Service

Referral Criteria: Any adult in the advanced stages of a progressive, life-limiting condition with a prognosis of less than 16 weeks, or where specialised crisis intervention is required and who is registered with a Lincolnshire General Practitioner.

Referral by: Referrals may come from any professional source. Communication with the key worker is essential.

Contact: Via Palliative Care Coordination Centre: 0845 055 0708

Other Information: Hospice at Home teams operate throughout the county seven days a week, 8.00 am - 4.00 pm, 365 days per year from bases at Lincoln, Gainsborough, Louth, Skegness, Boston, Spalding, Stamford and Grantham.
Section 4 Day Therapy

Lindsey Lodge Hospice

Referral Criteria: Lindsey Lodge Hospice offers specialist palliative care to people with life limiting conditions living in North Lincolnshire.

Referred by: Patients may be referred to the service at any time and, although most referrals come from healthcare professionals, enquiries from patients and family members are welcome.

Contact: Day care - Chris Dyer Hospice Director – Alison Tindall Tel: 01724 270835

Other Information: Referrals for Day Care mostly come from professionals in the hospitals or community but enquiries are welcome from patients, their families or friends. Patients are assessed continuously and attendances may be increased or reduced depending on their need.

The hospice provides the only specialist Lymphoedema service in North Lincolnshire. Referrals are through the General Practitioner.

Staff are happy to give advice to healthcare professionals in the community and hospitals.
St Andrew’s Hospice – Adult Services

Referral Criteria:

Referral for specialist palliative care can occur at any time in the pathway for patients with complex palliative care needs.

• St Andrew’s Hospice is available to people who have incurable, life limiting, malignant and/or non-malignant disease. Most patients will have advanced progressive disease and the focus of treatment will have changed from curative to palliative. Some patients, who have complex specialist needs, may be referred at an earlier stage in their illness. Palliative care may be necessary during periods of prognostic uncertainty, including newly diagnosed people and when treatment fails.

• The focus of specialist palliative care is on patients with a short prognosis. However, it is recognised that there are ‘grey’ areas and members of the clinical team will be happy to discuss such patients. The approach to the care provided is ‘holistic’ which also covers support to families and carers of those patients accessing Hospice services.

• Patients are regularly reviewed whilst attending day care and if their condition stabilises or improves such that they or the Hospice team feel that input from the specialist palliative care service is no longer required, after discussion with them discharge planning from hospice services will be commenced.

Referred by: Referrals can be received from any patient/carer/healthcare professional with the patient’s knowledge and consent.

Contact: St Andrew’s Hospice – Adult Services
Peaks Lane
Grimsby
North East Lincolnshire
DN32 9RP

Tel: 01472 350908
Fax: 01472 359525
Website: www.standrewshospice.co.uk
St Andrew’s Hospice – Children’s Services

Referral Criteria:

- St Andrew’s Children’s Hospice is available to all children and young people from birth to age 25 years with a progressive life limiting condition. Referral for care can be made at any time from diagnosis and throughout the child/young person’s illness.

The approach to the care provided is ‘holistic’ which also covers support to families and carers of those patients accessing Hospice services.

Referral by: Referrals can be received from parents/carers/family members/friends/healthcare professionals with the parent’s/young person’s knowledge and consent.

Contact: St Andrew’s Hospice – Children’s Services
Peaks Lane
Grimsby
North East Lincolnshire
DN32 9RP

Tel: 01472 350908 Fax: 01472 359525
Website: www.standrewshospice.co.uk
St Barnabas Lincolnshire Hospice – Day Therapy

**Referral Criteria:** Any adult with a diagnosis of life limiting illness or where prognosis is uncertain and who is registered with a Lincolnshire General Practitioner.

**Referral by:**
- General Practitioners
- Community Nurse
- Specialist Nurse
- Social Worker
- Hospital staff
- Allied Health Professional
- Families
- Carers or self

**Contact:**
- Day Therapy Coordinator North 01522 518219
- Day Therapy Coordinator South 01476 513545

**Other Information:**

Lincoln and Grantham: Monday to Friday 08:30–16:30hrs

Outreach centres open:

Louth: Tuesday & Thursday 08:30–16:30hrs
Gainsborough: Wednesday 10:00-16:00hrs
Spalding: Wednesday & Thursday 08.30-16:30hrs & Social Support group: Thursday 10:00-13:00hrs
Boston: Thursday & Friday 08:30-16:30hrs & Social Support group: Wednesday 10:00-13:00hrs
Skegness: Friday 10:00-16:00hrs
Mablethorpe: Friday 10:00-16:00hrs
Section 5 – Other Palliative Care Services

Lincolnshire Community Health Services

Lincolnshire Community Health Service
NHS Lymphoedema / Chronic Oedema Service

Inclusion Criteria:

• Patient must be 18 years old or over
• If the patient is 17 years old or less, the provider will refer on to the tertiary service.
• The patient has a diagnosis of lymphoedema or chronic oedema.
• The patient will be registered with a Lincolnshire NHS General Practitioner
• The patient resides in a community setting i.e. own home, care home, community clinic or community hospital.
• Patients can be seen in secondary care for initial assessment.
• Self referral from patients previously known to the service.
• Where a diagnosis has already been determined by their General Practitioner or Consultant, and there is a complex Lymphoedema need identified. If no diagnosis then referral to Lymphoedema Consultant by Telehealth.

Patients considered for referral have chronic swelling of:
Face/ Neck ) Regardless of severity
Trunk/ genitals )

Referral: Is accepted from any professional using our referral form, we also accept referrals from General Practitioners or Consultants by letter. Self referral can only be made if patient already known to the service which has not been discharged through non concordance.

Contact:
Tennyson Suite
Skegness Hospital
Dorothy Avenue
Skegness
Lincs
PE25 2BS
Tel: 01754 762 401 ext 341
Direct Line: 01754 613515
Fax: 01754 760132
Louth & District Hospice - Home Support Service

Provider: Age UK Lindsey

Referral Criteria: Adults over the age of 18 who have palliative care needs.

Referral by: General Practitioners, District Nurses, Specialist Nurses, Social Workers, Hospital Staff, Families, Carers or Self-referral.

Contact: Age UK Lindsey (Home Support) Tel. 01507 524798

Other information: This service will undertake domestic housework & cleaning, preparing light meals & drinks, shopping and picking up pensions, sitting service, laundry (washing & ironing) and light gardening

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United Lincolnshire Hospitals NHS Trust

Macmillan Lung Nurses

Referral Criteria: Primary referral

Contact:

| United Lincolnshire Hospitals NHS Trust Pilgrim Hospital Sibsey Road Boston Lincolnshire PE21 9QS 01205 364801 | United Lincolnshire Hospitals NHS Trust Grantham Hospital 101 Manthorpe Road Grantham Lincolnshire NG31 8DG 01476 464503 | United Lincolnshire Hospitals NHS Trust Lincoln County Hospital Greetwell Road Lincoln Lincolnshire LN2 5QY 01522 573041 / 512512 |
Motor Neurone Disease Association

Provider: Motor Neurone Disease Association

Referral Criteria: • Any person affected by Motor Neurone Disease

Referral by: Anyone

Contact: Jane Connell – Regional Care Development Adviser
Tel: 01636 642814
Email: jane.connell@mndassociation.org
Connect helpline: 08457 626262

Other information: Provides information, support, branch meetings, financial support and equipment.

Website: www.mndassociation.org
St Barnabas Lincolnshire Hospice - Lymphoedema Service

**Referral Criteria:** Any adult who has secondary lymphoedema relating to cancer or its treatment, who is registered with a Lincolnshire General Practitioner.

**Referred by:**
- General Practitioners
- Community Nurse
- Specialist Nurse
- Hospital Staff
- Allied Health Professional
- Self

**Contact:**
Tel: 01522 518219

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St Barnabas Lincolnshire Hospice - Welfare Benefits Advice Service

**Referral Criteria:** Any adult with a diagnosis of cancer or life limiting illness who is registered with a Lincolnshire General Practitioner.

**Referred by:**
- General Practitioners
- Community Nurse
- Specialist Nurse
- Social Worker
- Hospital staff
- Allied Health Professional
- Families
- Carers or self

**Contact:**
Tel: 01476 513544

**Other Information:**
Lines open
Monday - Thursday 8.30am - 4.30pm
Friday 8.30am - 12.30pm
Section 6 – Information and Support Services

Adults Supporting Adults

Referral Criteria: Anyone in need of support to maintain independence

Referred by: Self referral or by professional agency

Contact: 01529 416270 – Duty Area Manager
email: enquiries@asaorg.co.uk
www.asaorg.co.uk

Other Information:

Sitting Service: A specific resource provided by ASA trained staff that enables the family to have a short break during the day.

Extended stay: Developing skills of independence whilst living within the support and security of one of our families.

Respite: A flexible resource offering clients and their family carers a support break from each other, staying with a family, in your own home or to go on a supported holiday.

At Home Day: Resource Based in the providers home for people who have dementia or anyone who would benefit from the uniqueness of this small group based activity.

Spriteleys: Providing social get together four times a week to older people in the Grantham area.

Day Time Provision Activity or community based support provided on a one to one basis.

Shop2Gether A volunteer service which is designed to assist those who wish to go to the supermarket, picking you up from home, help around the store and then take you home.
British Red Cross
Macmillan Red Cross Support in the Home Service

Referral Criteria:  • Anyone with a palliative diagnosis.
  • Anyone with cancer at any stage of their journey.
  • Bereaved carers

Referral by:  Anyone

Contact:  Support in the Home service team via e-mail to firstcall@redcross.org.uk or telephone: 0845 054 7171

Other information:  British Red Cross working in partnership with Macmillan Cancer Support. Anyone referred will receive a home visit to establish need and if desired will be linked with a volunteer who will visit on a weekly basis

Carers Connect

Referral Criteria:  Carer assessments and emergency response plans, along with practical and emotional support, for un-paid carers across the county who may be caring for a family member or friend, who is expected to die within the next 12 months.

Referred by:  Carer or professional referrals accepted.

Contact:  Tel: 01522 696000
  email: info@carersconnect.net

Other Information:  Age UK Lincoln Activity Centre
  Park Street
  Lincoln
  LN1 1UQ
Referral Criteria: Adults over 18 years old, experiencing problems with any drug or alcohol, and seeking to address this.

Referred by: Self, GP or other support service.

Contact: Tel: 01522 597979
cemail: Lincoln.dart@nhs.net

Other information: Providing psychosocial and medical interventions for residents of Lincolnshire, having sites in Lincoln, Boston and Grantham

Macmillan Cancer Information And Support Centres

Boston
Main Reception
Pilgrim Hospital
Sibsey Road
Boston
PE21 9QS

Referral Criteria: Drop in Centre or appointments can be made by contacting the Centre if preferred.

Referred by: Anyone

Contact: Tel: 01205 446392
cemail: macmillan.infosupport@ulh.nhs.uk
Open: Tuesday to Friday 8.30am to 4.30pm (except bank holidays)
Grantham
Outpatient Department
Grantham and District Hospital
101 Manthorpe Road
Grantham
NG31 8DG

Referral Criteria: Drop in Centre or appointments can be made by contacting the Centre if preferred

Referral by: Anyone

Contact: Tel: 01476 464978
email: macmillan.infosupport@ulh.nhs.uk
Open: Tuesday to Thursday 08.30m to 4.30pm (except bank holidays)

Lincoln
Outpatient Department Entrance.
Lincoln County Hospital
Greetwell Road
Lincoln
LN2 5QY

Referral Criteria: Drop in Centre or appointments can be made by contacting the Centre if preferred

Referral by: Anyone

Contact: Tel: 01522 573799
email: macmillan.infosupport@ulh.nhs.uk
Open: Monday to Thursday 8am to 4pm
Unattended leaflet resource area open Monday to Friday 8am to 5pm (except bank holidays)

Other information:

The Centres are staffed by health professionals and supported by trained volunteers. We offer people affected by cancer access to good quality, comprehensive and appropriate information and support.

We offer information and support to anyone affected by cancer; patients, their relatives, friends and carers, or those wishing to know more about cancer. We are also available as a resource to health care or social care professionals.

We offer a range of information on all aspects of living with cancer. We can put enquirers in touch with counselling services, benefits advisors and local and national support groups. Some of our resources are available in a variety of formats and languages and are suitable for people with special needs.

The Service offers additional information and support sessions on a monthly basis at Johnson Hospital Spalding, John Coupland Hospital Gainsborough, Boots Skegness, Age UK Lincoln, Wragby GP surgery and Mablethorpe, Louth, Stamford, Sleaford, Horncastle and Woodhall Spa Libraries. Please contact the Centres for further details.
Parkinson’s UK

- **Referral Criteria:** Anyone
- **Referred by:** Self referral or by professional agency
- **Contact:** The local Information and Support Workers are:
  Janette Olive (South Lincolnshire) 0844 225 3606,
  email: jolive@parkinsons.org.uk

**Other information:** The Local Information and Support Workers, can help with:
Links to local services that can help; information about benefits and help with the application process; a supporting voice if there are problems with getting needs assessed or there is a need to complain; emotional support.

The national Helpline is free from all landlines and most mobiles.
Tel: 0808 800 0303: Open Mon-Fri 9am-8pm and Sat 10am-2pm.


Lincolnshire Community Health Services

- **Referral Criteria:** Anyone
- **Referred by:** Self referral or by professional agency
- **Contact:** **Central Booking**
  Telephone: 01522 539 145
  Monday: Thursday 8.30am - 7.30pm, Friday: 8.30am – 4.30pm
  For general enquiries contact:
  Bridge House, Unit 16, The Point, Lions Way, Sleaford, Lincolnshire, NG34 8GG
  Telephone: 01529 220 330

**Other information:** Sexual Health Services is a countywide integrated service and provides free, confidential and non-judgmental advice, prevention service. STI Diagnosis
- Testing & Treatment of Sexually Transmitted Infections including HIV
- Chlamydia Testing
- HIV Counselling and Testing
- Contact Tracing
- Sexual Health Advice & Information
- All Contraception methods
- Emergency Contraception
- Pregnancy Testing
- Termination Counselling & Referral
- Free Condoms
Sue Ryder Thorpe Hall Hospice

Referral Criteria: Funded pre-booked respite breaks;

Referred by: Anyone initially – details sought from healthcare professionals as necessary

Contact: Allison Mann – Head of Care 01733 330060

Other Information: Thorpe Hall Hospice
Thorpe Road
Peterborough
PE3 6LW
Web: http://www.sueryder.org/What-we-do/Care-centres/Thorpe-Hall-Hospice

St Andrew’s Hospice – Adult Services

Referral Criteria: Referral for specialist palliative care can occur at any time in the pathway for patients with complex palliative care needs.

St Andrew’s Hospice is available to people who have incurable, life limiting, malignant and/or non-malignant disease. Most patients will have advanced progressive disease and the focus of treatment will have changed from curative to palliative. Some patients, who have complex specialist needs, may be referred at an earlier stage in their illness. Palliative care may be necessary during periods of prognostic uncertainty, including newly diagnosed people and when treatment fails.

The focus of specialist palliative care is on patients with a short prognosis. However, it is recognised that there are ‘grey’ areas and members of the clinical team will be happy to discuss such patients. The approach to the care provided is ‘holistic’ which also covers support to families and carers of those patients accessing Hospice services.
Referral Criteria: St Andrew’s Children’s Hospice is available to all children and young people from birth to age 25 years with a progressive life limiting condition. Referral for care can be made at any time from diagnosis and throughout the child/young person’s illness.

The approach to the care provided is ‘holistic’ which also covers support to families and carers of those patients accessing Hospice services.

Referred by: Referrals can be received from parents/carers/family members/friends/healthcare professionals with the parent’s/young person’s knowledge and consent.

Contact: St Andrew’s Hospice – Children’s Services
Peaks Lane
Grimsby
North East Lincolnshire
DN32 9RP

Tel: 01472 350908 Fax: 01472 359525
Website: www.standrewshospice.co.uk
Section 7: Support Groups

Alzheimer’s Society Gainsborough Support Group

Providing care for: Support group for people with dementia and their carers

Referred by: Anyone

Where does it meet? Gainsborough House, Parnell Street, Gainsborough, DN21 2NB.

When does it meet? The 1st Wednesday of every month, 10.00am - 12.00pm

Contact: Lincoln Office 01522 692681

Other information: No meeting in January

Alzheimer’s Society Gainsborough Lunch Group

Providing care for: Lunch group for people with dementia and their carers

Where does it meet? Various public house venues

When does it meet? Fourth Wednesday of the month (bi-monthly)

Contact: Lincoln Office 01522 692681
Alzheimer’s Society Grantham Lunch Group

Providing care for: Lunch group for people with dementia and their carers

Where does it meet? Greyfriars Community Centre, Union Street, Grantham, NG31 6PG.

When does it meet? 3rd Thursday of every month, 12.00pm-2.00pm

Contact: Lincoln Office 01522 692681

Alzheimer’s Society Grantham Carer Support Group

Providing care for: Support group for people with any form of dementia and their carers

Referred by: Anyone

Where does it meet? Greyfriars Community Centre, Union Street, Grantham, NG31 6PG.

When does it meet? The last Friday of every month, 2.00pm-4.00pm

Contact: Lincoln Office 01522 692681

Alzheimer’s Society Lincoln Support Group

Providing care for: Support group for people with any form of dementia and their carers

Referred by: Anyone

Where does it meet? Bracebridge Community Centre, Maple Street, Lincoln, LN5 8QT

When does it meet? Every Friday, 10:30-12.00pm

Contact: Lincoln Office 01522 692681
Alzheimer’s Society Lincoln Lunch Group

Providing care for: Lunch group for people with dementia and their carers
Where does it meet? Various venues
When does it meet? First Tuesday of every month
Contact: Lincoln Office 01522 692681

Alzheimer’s Society Singing for the Brain - Lincoln

Providing care for: Singing group for people with dementia and their carers
Where does it meet? Age UK, Park Street, Lincoln LN1 1UQ
When does it meet? The second and fourth Monday of every month from 9.45m – 11.00am
Contact: Lincoln Office 01522 692681

Alzheimer’s Society Singing for the Brain - Middle Rasen

Providing care for: Singing group for people with dementia and their carers
Where does it meet: Church Hall, Church Street, Middle Rasen, Lincoln, LN8 3TS
When does it meet: The first and third Monday of each month from 1.30-3.30pm
Contact: Lincoln Office 01522 692681
Other Information: Singing group for people with dementia and their carers
Alzheimer’s Society Market Rasen Support Group

Providing care for: Support group for people with any form of dementia and their carers

Referred by: Anyone

Where does it meet? Methodist Church, Chapel Street, Market Rasen, LN8 3AQ

When does it meet? The third Wednesday of each month from 10.00am – 12.00 noon

Contact Lincoln Office 01522 692681

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Alzheimer’s Society Skegness Support Group

Providing care for: Support group for people with any form of dementia and their carers

Referred by: Anyone

Where does it meet? Methodist Church, Algitha Road, Skegness, PE25 2AJ

When does it meet? The first Friday of every month, 10am-12pm

Contact: Lincoln Office 01522 692681
Alzheimer’s Society Sleaford Lunch Group

Providing care for: Lunch group for people with dementia and their carers

Where does it meet? The Barge and Bottle, Carre Street, Sleaford NG34 7TW

When does it meet? The first Tuesday of every month at 12.00 noon

Contact: Lincoln Office 01522 692681

Alzheimer’s Society Sleaford Support Group

Providing care for: Support group for people with any form of dementia and their carers

Referred by Anyone

Where does it meet? The Source, Southgate Sleaford, NG34 7RY

When does it meet? The second and fourth Wednesday of every month 10.30am – 12.00noon

Contact: Lincoln Office 01522 692681
Breast Cancer Support Centre – Grantham

Providing care for: Provides support and information to patients before, during and after treatment

Where does it meet? Sandon Community Centre, Sandon Close, Grantham

When does it meet? Meets first Monday in the month for a chat (7.30-9.30 pm)

Contact: Jenny Hubbard 01476 530519

Breast Cancer Self Help Support Group – Boston

Providing care for: Provides support to other people going through a similar experience

Where does it meet? Morgan House, Gilbert Drive, Endeavour Park, Boston, PE21 1TR

When does it meet? Meets every Thursday (10am-12pm)

Contact: Marie Dove, 62 West End Road, Frampton. PE20 IBT. Tel: 01205 723603
Mrs M Dooley, Fresh Fields, Boston Road, Sibsey, Boston, PE22 OSJ

Other Information: Activities include speakers, social evenings and question & answer sessions with the Breast Care Nurse
One-one counselling by qualified counsellor

Breast Cancer Support Group – Grimsby

Providing care for: Self help group for people diagnosed with breast and other cancers

Where does it meet? Pink Rose Suite, Diana Princess Wales Hospital

When does it meet? Meets on one Monday per month (Please ring for more details)

Contact: Margaret Johnson. Tel: 01472 506993
Support is offered via telephone

Other Information: Family and friends welcome at any time
Breast Cancer Support Group – Brigg and District

Providing care for: Provides support to other people going through a similar experience

Where does it meet? Angel Suite, Ballroom, Market Place, Brigg (entrance rear Elwes St)

When does it meet? Third Tuesday of every month

Contact: Angie Benson (chairperson and founder). Tel: 01652 658884 PO Box 85, Brigg. DN20 8BX Email: teapot40@gmail.com

Other Information: Relatives and friends are welcome

Breast Cancer Support Group – Lincoln

Providing care for: Provides support to other people going through a similar experience

Where does it meet? Breast Unit, Maternity Wing, Lincoln County Hospital

When does it meet? Meets Third Tuesday of each month (6.30pm)

Contact: Hilary – 01673 863332 / 07813 387246
Jill Bennett 01673 863135 / 07739 467730

Breast Cancer Support Group – Louth

Providing care for: Provides support to other ladies who suffer from breast cancer, or who have had surgery

Where does it meet? No longer fixed meeting place, contact for support and information

Contact: Ms J Lovely. Ashcroft, Station Road, Legbourne, Louth, LN11 8LL. Tel: 01507 602543

Other Information: Information and informal get together and outings. Group includes Breast Cancer Volunteer
British Lung Foundation

Providing care for: People suffering with Lung Disease or anyone caring for someone with a lung condition

Where does it meet? There are now over 200 support groups nationally

Contact: Please call our helpline on 03000 030 555 or check on our website at www.blf.org.uk or email helpline@blf.org.uk

Other Information: The British Lung Foundation is the only charity working on behalf of the eight million people in the UK who live with any one of the 43 lung conditions, including asthma, emphysema, sarcoidosis, COPD, bronchiectasis, chronic bronchitis and sleep apnoea. Since its inception, the BLF has given more than £20 million towards vital research into treatments for lung disease in search of better diagnosis, prevention and cure.

Breathe Easy, the national support network of the British Lung Foundation, provides much needed information and support to patients and carers. For more information or advice then please call our helpline on 03000 030 555 between 9.00 am and 5.00 pm Monday to Friday, or you can email them on helpline@blf.org.uk and they’ll call you back.

Roy Castle Lung Cancer Foundation – Grimsby

Providing care for: People affected by lung cancer

Where does it meet? Millfields Hotel, Bargate, Grimsby

When does it meet? Meets the first Wednesday of every month 12 noon – 1:30 pm (excluding December and January)

Contact: Nikki Winterton/Tina Jackson
Tel: 01472 874111 x 2537 (Mon-Wed, 9 am-5 pm)
Email: nchola.winterton@nhs.net / c.jackson@nhs.net

Other Information: Meet the local lung cancer support nurse
Guest speakers
Caterpillars

Providing care for: Young relatives/carers group for those who have members of their family accessing Hospice services

Where does it meet? St Andrews Hospice, Peaks Lane, Grimsby DN32 9RP

When does it meet? Fourth Sunday of every month

Contact: Julie Taylor, Integrated Team Manager
Tel 01472 350908
Email: Julie.taylor35@nhs.net

Charlie Chimp Club

Providing care for: Bereaved children & parents

Where does it meet? Thorpe Hall Hospice

When does it meet? Approx 2-3 times a year for a 6 week period each time

Contact: Jane Pope 01733 330060

Cruse Bereavement Care – Lincolnshire

Providing care for: For bereaved people

Referral criteria: Adults who have suffered bereavement at any time

Referral by: Self

Where does it meet? Contact relevant area

When does it meet? Contact relevant area

Contact: Boston and District Tel: 01205 357396
Grimsby, Cleethorpes and Louth Tel: 01472 814455
Scunthorpe Tel: 01724 281178
Stamford Tel: 01780 751162
Lincoln Tel: 01522 684290 email: Lincoln@cruse.org.uk
**Friends Together**

**Providing care for:** Bereavement support group for families/carers that have accessed Hospice services

**Where does it meet?** St Andrews Hospice, Peaks Lane, GRIMSBY, DN32 9RP

**When does it meet?** Third Monday of each month

**Contact:** Julie Taylor, Integrated Team Manager  
Tel 01472 350908  
Email: Julie.taylor35@nhs.net

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**Iron Will Cancer Support Group**

**Providing care for:** Patients suffering from cancer and their families

**Where does it meet?** Lindsey Lodge Hospice in the Day Care Unit.

**When does it meet?** Last Tuesday in month at 7.30 pm

**Contact:** Angie Seymour – 01724 270835

**Other information:** Self help and support group
Lymphoedema Support Group

Providing care for: Patients with Lymphoedema
Where does it meet? Lindsey Lodge Hospice
When does it meet? Quarterly
Contact: Gill Nelson 01724 854907
Other information: For patients already registered with the Hospice for lymphoedema management

Mattdotcom

Providing care for: 12 to 19 year olds with a life-threatening illness within a 50-mile radius of Lincoln by providing a laptop, tablet or iPad along peripheral equipment such as printer/scanner/copiers to enable the continuation of schoolwork, the maintaining of contact with their peers and to offer some distraction from unpleasant treatment.
Applications from: Nurse, Social Worker, Teacher (supported by health professional), doctor or Allied Health Professional.
Contact: David Harding-Price 01522 543642 (Answerphone)
Sharon Harding-Price (same contact)
email: support@mattdotcom.org.uk
Website: www.mattdotcom.org.uk

Lincolnshire Branch of the Motor Neurone Disease Association

Providing care for: All people affected by MND
Where does it meet? Boston and Lincoln
When does it meet? Every other month
Contact: Branch contact: Sue Hickmore
Tel: 01522 526898
email: susanhickmore@gmail.com
Website: www.mndassociation.org/lincolnshire
My Time

Providing care for: Carers of patients using St Andrews Hospice Services

Where does it meet? St Andrews Hospice, Peaks Lane, GRIMSBY DN32 9RP

When does it meet? First Wednesday of each month

Contact: Julie Taylor, Integrated Team Manager
Tel 01472 350908
email: Julie.taylor35@nhs.net

Odyssey Cancer Support Centre

Where does it meet? Nightingale House, Westfield Road, Barton on Humber, North Lincolnshire, DN18 5RQ

When does it meet? Monday – Friday 9am – 5pm

Contact: Richard Morgan 01652 633150 (Mon-Fri, 9am-5pm)
Claire Cameron, Fundraising 01652 636972 (Mon-Fri, 9am-6pm)
Website: www.theodysseycentre.co.uk

Oesophageal Patients Association Support Group

Where does it meet? Wragby Town Hall

When does it meet? There are members from throughout the county that attend their meetings (about 3 times a year)

Contact: Marilyn Thornicroft 01673 858252 and Anne Sumner 01522 685882
Oesophageal Support Group – Humberside (HOSG)

Where does it meet?  Willerby, Hull

When does it meet?  Meets every two months

Contact:  Gwen Harlow  Tel: 01652 678603
          Derek Devlin  Tel: 01430 872769
          Website: www.hosg.org.uk

Other Information:  Opportunities to talk to others who have the same or similar problems in a friendly, informal atmosphere

Reflections Bereavement Support Group – Lindsey Lodge Hospice

Providing care for:  Support for families of Specialist Palliative Care patients

Where does it meet?  Day Care Unit, Lindsey Lodge Hospice

When does it meet?  Meets monthly, 2nd Saturday of every month
                   10.30am to 1.00pm

Contact:  Lindsey Lodge Hospice, Tel: 01724 270835

St Barnabas Lincolnshire Hospice Family Support Service

Providing care for:  Any adult who is bereaved through life limiting illness or sudden death, who is registered with a Lincolnshire General Practitioner

Referral by:  General Practitioner, Community Nurse, Specialist Nurse, Social Worker, Hospital staff, Allied Health Professional or self

Contact:  01522 518225

Other Information:  Support groups held throughout the county at: Lincoln, Sleaford, Grantham, Spalding, Sutton on Sea, Gainsborough, Louth and Boston
St Barnabas Lincolnshire Hospice Support and Advice – Grantham

Providing advice for: Those suffering from cancer and other serious progressive diseases

Where does it meet? St Barnabas Hospice, 86 Barrowby Road, Grantham

When does it meet? Monday to Friday 9am to 5pm

Contact: Judy McLaughlin Tel: 01476 513545

Other Information: Provides general support and advice from Health Professionals

SMYLLE - Lincoln (Support group for Myeloma, Lymphoma and Leukaemia)

Providing care for: Offering on-going support and information, for those newly diagnosed with blood cancers and undergoing treatment

Where does it meet? St Barnabas Day Hospice, Hawthorn Road, Lincoln

When does it meet? Last Thursday of every month 6.30pm – 9pm

Contact: Mike 01522 694713
         Lucille 01529 303042
         Paul 01522 808412
         Denise 01673 861475
Wayfinders

Providing care for: Bereaved adults

Where does it meet? In local park – monthly date for a walk with volunteer befrienders

When does it meet? Monthly – in summer evenings, in winter Saturday mornings

Contact: Jane Pope 01733 330060

The Way Forward

Providing care for: Social group for bereaved partners

Where does it meet? Ramada Hotel, Grantham

When does it meet? Meets every Monday evening 7.30pm

Contact: Rita Tucker Tel: 01476 419058
Website: www.thewayforwardgrantham.co.uk/
Total Voice Advocacy and Involvement

Total Voice provides free, independent and confidential advocacy services in Lincolnshire.

Advocacy and self advocacy can be vital for people who can not speak up for themselves, or people who feel that they do not have the power to do so.

Our multi-skilled advocates carry out all elements of statutory and community advocacy to individuals over the age of 16, who may have mental health issues, learning disabilities, physical disabilities or visual impairments.

Total Voice Lincolnshire Website: www.totalvoicelincolnshire.org

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<th>Service and Staff</th>
<th>Eligibility</th>
<th>Provides</th>
<th>Contact</th>
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| **Independent Mental Health Advocacy (IMHA)** | Supporting people who have been detained under sections of the Mental Health Act, or under a Community Treatment Order, we work with individuals to help them understand their rights and receive the treatment that's right for them. | Our advocates will assess any potential case, but issues we regularly become involved with are care planning, mental health review tribunals, accessing support or services, aftercare planning and support people who wish to raise a complaint. | Tel: 01522 706597  
email: office@calladvocacy.org.uk  
website: www.calladvocacy.org.uk |
| **Independent Mental Capacity Act Advocacy (IMCA)** | Specialist Advocacy which meets the criteria under the Mental Capacity Act | For people lacking 'mental capacity' under the Mental Capacity Act. They must have an impairment of the functioning of the mind or brain (mental illness or learning disability) and/or are not able to understand a decision, i.e. not able to weigh up information or not be able to weigh up the implication of a decision or not be able to communicate their decision. | Tel: 0845 0175 198  
website: www.calladvocacy.org.uk |
| **Community Advocacy** | People who have decisions to make and don't feel as if they are being listened to, or who don't feel confident raising the issues themselves | Supporting people to be involved in the decision making process, or we signpost them to the service who can best meet their needs. | Tel: 01522 706597  
website: www.calladvocacy.org.uk |
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<tr>
<td>Carers – County Council</td>
<td>Those receiving Lincolnshire County Council services.</td>
<td>Administer grants of £200 for Carers, advice and support, signpost to Rethink. Telephone based support.</td>
<td>Tel: 01522 554204</td>
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<tr>
<td>Citizens Advice Bureau (CAB)</td>
<td>Open to all who have contact with Peter Hodgkinson Centre (PHC), including staff.</td>
<td>General information and advice, specialist debt and welfare benefits advice and education.</td>
<td>Tel: 08444 111 444 PHC – 01522 573553 Website: <a href="http://www.lincolncab.org.uk">www.lincolncab.org.uk</a></td>
</tr>
<tr>
<td>Patient Advice and Liaison Service (PALS)</td>
<td>Service users, families and their carers who want help to complain about NHS Care.</td>
<td>Confidential assistance in resolving problems and concerns quickly. Information on and explanations of NHS complaints procedures and how to get in touch with someone who can help.</td>
<td>Tel: 01529 222265 Email: <a href="mailto:PALS@jpf.nhs.uk">PALS@jpf.nhs.uk</a></td>
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<tr>
<td>Oasis</td>
<td>Support for the families, carers and friends of drug and alcohol users across Lincolnshire. Special services for those bereaved by drug and alcohol use and for grandparents bringing up grandchildren whose parents can no longer care for them as a result of drug use.</td>
<td>One-to-one sessions. Presentations to interested groups. Complete confidentiality. Venues: Boston, Grantham &amp; Lincoln</td>
<td>Tel: 07900 013041 9:00am – 5:00pm Monday – Friday Email: <a href="mailto:oasislincolnshire@hotmail.com">oasislincolnshire@hotmail.com</a> Website: <a href="http://www.drugandalcoholsupport.co.uk">www.drugandalcoholsupport.co.uk</a></td>
</tr>
<tr>
<td>Young Oasis</td>
<td>Supports children up to the age of 18 who are affected by parental or family members as a result of behaviour or drug and alcohol use.</td>
<td>One-to-one sessions at a place of safety. Complete confidentiality.</td>
<td>Tel: 07900 013041 9:00am – 5:00pm Monday – Friday Email: <a href="mailto:oasislincolnshire@hotmail.com">oasislincolnshire@hotmail.com</a> Website: <a href="http://www.drugandalcoholsupport.co.uk">www.drugandalcoholsupport.co.uk</a></td>
</tr>
<tr>
<td>Rethink</td>
<td>For all Carers of people with Mental Health Problems throughout Lincolnshire.</td>
<td>We provide information, advice, one to one support and courses for Carers.</td>
<td>Tel: 01522 536029 9:00am–4:00pm Monday–Friday Out of Hours: Answerphone Email: <a href="mailto:Lincolncarers@rethink.org">Lincolncarers@rethink.org</a></td>
</tr>
<tr>
<td>POhWER</td>
<td>Anyone who wants help to complain about their own or someone else’s NHS treatment or care.</td>
<td>Independent, free and confidential support and advocacy service with complaints about your own or someone else’s NHS treatment or care. Advocates are local, qualified and experienced.</td>
<td>Tel: 0300 400 0084 (Charged at local rate) Minicom: 0300 456 2364 Email: <a href="mailto:pohwer@pohwer.net">pohwer@pohwer.net</a> Write to: POhWER, PO Box 14043, Birmingham, B6 9BL Text: Send the word ‘pohwer’ with your name &amp; number to 81025. Fax: 0300 456 2365</td>
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APPENDIX 1

Responsive Need Tool

Level 3  In addition to care provided by Key Worker / Intervention teams, up to 3 x visits a day will be offered by Specialist providers - Marie Curie, Hospice Community teams, Macmillan nurses communicating regularly with the Key Worker
- The patient’s condition is deteriorating rapidly, patient prognosis assessed to be days / hours
- Strong established patient / family desire to use home as preferred place of care / death

Without this intervention, admission or remaining in an acute bed is probable / possible
- Informal carers unable to cope require intense significant emotional support and appropriate information to support end of life care in preferred place of care
- Risk assessments, care plans and equipment are all in place to enable safe delivery of care
- Health Care Professional / Key Worker re-assesses the patient and carer’s needs daily so the PCCC can re-book the appropriate care package

Higher Level 2 (B)  Care delivered by Specialists and Generalists - daily visit / contact by Specialist in addition to care provided by the Key Worker
- Equipment review is required

Unstable  - The patient’s condition is unstable and symptom management requires regular monitoring and alterations to medication are likely
- The patient’s symptoms are at risk of worsening quickly
- Informal carers require ongoing support as patient’s needs change
- Risk assessments, care plans and equipment are all in place to enable safe delivery of care
- Daily update to PCCC clinician to review care package
- Establish preferred place of care and realistic outcomes of an acute admission
- MDT working with medical link, to avoid acute admission
- If admission is unavoidable (eg carer breakdown, acute obstruction)
  a) explore that all specialist resources have been used eg Hospice community palliative care beds for symptom management or specialist OPA
  b) establish links to facilitate timely discharge (DLN). Key Worker to speak to DLN and PCCC
APPENDIX 1 (cont)

Level 2 (A)  Care delivered by Specialists and Generalists - weekly visit / contact by Specialist in addition to Key Worker input

Deteriorating  • Equipment review is required
  • The informal carers are anxious and require “pre-emptive” support and education to facilitate ongoing care
  • Risk assessments, advance care plans and equipment are all in place to enable safe delivery of care
  • Patient’s symptoms are gradually worsening over weeks
  • Health Care Professional / Keyworker re-assesses the patient and carer’s needs as a minimum weekly so the PCCC can re-book the appropriate care package

Level 1  Care delivered by Generalists

 Stable  - The patient is asymptomatic or symptoms are well managed and stable
  - Primary carers are informed and aware of how to access support in the event of change
  - Equipment requirements are minimal, but require two-weekly review
  - Ensure carer’s assessment has taken place and plan is known to PCCC and on SystmOne
  - The informal carer’s support needs are being met but require regular reassessment
  - Respite intervention is supporting low levels of patient / family anxiety
  - Health Care Professional / Key Worker re-assesses the patient and carer’s needs as a minimum fortnightly either face to face or by telephone
  - If patient’s needs are stable, then PCCC record in non active file using a 12 week flag up system

Review due - 2014
To update the information in this directory please contact St Barnabas Hospice, Nettleham Road, Lincoln, LN2 1RE.
Tel: 01522 511566;
email: enquiries@stbarnabashospice.co.uk