

Specialist Palliative Care Services in Cornwall

Referral Guidelines

Referrals will be accepted from any Health Care Professional provided the Patient, Carer and General Practitioner / Consultant are aware and in agreement with the referral to the service. It is important that the Patient / Carer are aware of the services that are available to them.

Referrals will be accepted for any patient 18 years (and over) with any life limiting chronic progressive disease (cancer and non cancer) experiencing complex problems that are not responding to routine treatment and therapeutic intervention.

Referral can be made according to the following criteria:

- Those with severe, intractable complex symptoms that have persisted after palliative care by generalist.
- Those and their carers having difficulties in adjusting/coping with their disease, psychologically, spiritually or emotionally.
- Where information and explanation is required relating to the illness, treatment, care options and allied support services.
- To assess the need for further specialist unit services or inpatient care.
- Health Care professionals who require specialist advice and support with case management.
- Facilitate preferences and plans for the future (advance care planning).

Discharge Guidelines

All patients and carers known to the service will be made aware that they may be discharged from under the teams care, but that they may also be re-referred again by any health care professional, themselves or carers, according to the above guidance, if their needs or circumstances change at any stage in the future. The needs of the patient will be reassessed in line with the guidelines above, and admission to hospice inpatient care will be determined according to clinical need.

Reasons for discharge:

- Patient / family more able to cope emotionally or receiving appropriate on-going support.
- Acute needs stabilised, care to be continued by the Primary Health Care Team or Acute Trust or other provider.
- Patient / family perceive they do not require intervention / support at the current time.
- The Specialist Palliative Care team agree that the service is not appropriate to meet the patient's needs (Referral to another service).
- Patient / carer moved out of the area.
- The generalist clinicians feel confident to deliver care without specialist intervention.

Specialist Palliative Care Services within Cornwall

The Specialist Palliative Care teams within Cornwall (Cornwall Hospice Care, Specialist Community Palliative Care Nurses [SPCN] and the Hospital Specialist Palliative Care team at RCHT) are working in an integrated way to try and help all healthcare professionals provide good palliative care. Our vision is to help provide the right care, in the right setting, at the right time for patients with malignant and non-malignant disease via the services represented in the table below. Within the hospice we have a central referral system/advice line to take referrals and also guide healthcare professionals to the most appropriate service.

What service?	When?	How to access?
24 hour telephone advice (with access to Palliative Medicine Consultant)	24/7	01736 757707
Inpatient admissions to either hospice (St Julia's Hospice & Mount Edgcombe Hospice)		
Outpatient reviews within the hospice Domiciliary visit Inpatient review of patients within community hospitals	Weekdays 9-5pm; aim to visit within 48 hours of request if urgent, otherwise as appropriate for patient and referrer	
Email advice for non urgent advice	Anytime for non urgent queries. Checked daily Monday to Friday.	Cornwall.spcadvice@nhs.net
Inpatient advice/review of patients in RCHT	Everyday 8-4pm; urgent (same day) and non-urgent Outside of these working hours (4pm-8am)	Urgent – RCHT switchboard – bleep 3055 Non-urgent – through MAXIMS 01736 757707
Community Specialist Palliative Care advice/review	Weekdays 9-4.30pm; telephone response within 2 working days of referral Weekends 9-4.30pm	Phone - Bodmin switch 01208 251300 Email – cpn-tr.spcreferral@nhs.net
Community Hubs	Please refer to our website on information regarding the Hubs: www.cornwallhospicecare.co.uk	Tel: 01726 829874 Email: referrals@cornwallhospice.co.uk
Joint pain & palliative care clinics at RCHT (For patients with any palliative diagnosis and complex pain).	Monday pm	Via referrals management service (RMS) or MAXIMS. Phone number -01872252792
Joint oncology & palliative care clinics at RCHT	Monday am - Lung Thursday am - Brain Thursday am - Upper & Lower GI & Urology	Respective oncology secretaries via RCHT switchboard 01872 250000
Day case procedures; blood transfusions & bisphosphonates	Wednesdays 9-5pm	Mount Edgcombe 01726 65711
Lymphoedema team at St Julia's and Mount Edgcombe Lymphoedema at RCHT	Weekdays 8-4pm	Email – chc.lymphoedema@nhs.net Mount Edgcombe - 01726 65711 St Julia's - 01736 759070 RCHT - 01872252714
Community Specialist Palliative Care Physiotherapy team	Weekdays 9-5pm	Email - Bodmin.CRT@nhs.net
Education sessions	Will try and accommodate to needs. Check Cornwall Hospice Care website for available courses.	01726 65711