

## Improving services

We are always looking at ways to improve our services. If you have any suggestions, we would be happy to hear them.

At some point during your care you may receive a questionnaire about the service.

We would really appreciate it if you would take the time to complete this.

### Further information please contact:

Out of Hours Team Manager

St Benedict's Hospice and

Centre for Specialist Palliative Care

St Benedict's Way, Sunderland. SR2 0NY

Phone number:

Main Reception 0191 512 8400

Website: [www.hospice.co.uk](http://www.hospice.co.uk)

*Supported by St Benedicts Hospice charity*

*Registered charity number 1019410*

We are committed to raising the standard of written information for patients, their carers, people who use the NHS and the general public.

This information can be made available in another format or language on request. For further copies of this leaflet please contact the Day Services Manager.

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St. Benedict's Hospice  
& Centre for Specialist  
Palliative Care

## Out of Hours Specialist Palliative Care Team - Sunderland



Choose

South Tyneside **NHS**  
NHS Foundation Trust

Providing a range of NHS services in  
Gateshead, South Tyneside and Sunderland.

## **What is the Out of Hours Specialist Palliative Care Team?**

We are a team of community nurses providing palliative care to patients with any life limiting disease in their own homes. We are part of the Specialist Palliative Care Team based at St Benedict's Hospice and Centre for Specialist Palliative Care. We are available daily between the hours of 5.00pm – 8.30am.

We work closely with your own doctor, district nurse, specialist nurse and any other health professional involved in your care.

We make sure you are well informed of all the services available to allow you to make choices that are meaningful to you, your family and carers.

## **What we provide?**

We will provide you with advice, support, care and treatment so you can be looked after in your own home rather than in hospital, if that is your wish.

Our visits to your home may be planned in advance or you can contact us directly if you or your family need our help during the evening or overnight.

## **What can I expect from the team?**

**We will**

- help you to control and relieve your symptoms such as pain and sickness
- make sure you are cared for by a team with the right skills to look after you
- treat you as an individual and with dignity and respect

- maintain your privacy
- involve your family and carers, as much as you and they wish
- respect and support you in any decision you make
- provide all the information you may need
- communicate with your district nurse, specialist nurse and any other relevant professional about the care you have received from us

## **Contacting us**

You can contact us directly every evening and night between 5.00pm and 8.30am. Please ring us with any of your concerns, no matter if they seem small. Sometimes we can help you resolve problems over the telephone or we can visit you at home. Please don't hesitate to call us on telephone number 07798 925128

## **What you can do for us**

You or the person you are caring for may need medication to help control symptoms and improve comfort. In order to do this safely we need a quiet place where we would not be interrupted and, if possible, a flat surface e.g. a kitchen bench. This is so we can concentrate on measuring out the correct doses of your medication. Before and after any procedure, we will discuss with you what we are going to do and what the likely effect of the drugs will be. You will be given the opportunity to ask any questions.