



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

NHS

South Tyneside and Sunderland
NHS Foundation Trust

Out of Hours Specialist Palliative Care Team – Sunderland

07798925128

Available daily 5pm until 08:30am

What is this leaflet about?

This leaflet will tell you about our service. It will explain what that is, what we can offer and how to contact us.

What is the Out of Hours Specialist Palliative Care Team?

We are part of the Specialist Palliative Care Team at St Benedict's Hospice and Centre for Specialist Palliative Care.

We are a team of **2** Community Palliative Care Nurses working from 5pm until 08:30am. We provide **Palliative Care** to people. If you have an illness that can't be cured, palliative care makes you as comfortable as possible. It helps to manage your pain and any other symptoms you have.

Who can use our service?

We help people with a palliative need, who are over the age of 18 and registered with a Sunderland GP.

What do we provide?

We offer advice, support, care and treatment so we can look after you in your own home, if that is what you would like and is possible to do safely.

You can phone us in the evening or overnight if you need our help or support. Sometimes we will be able to help you solve problems over the telephone. But, other times we may need to visit you at home to do an assessment.

To get you the help you need, we may involve another team. For example 111, recovery at home or sometimes 999.

We may be asked to carry out planned visits. This will depend on how busy we are. If your visit is delayed we will let you know by phoning you.

Sometimes your call may go to our answer phone. This means we are busy with another patient. Please leave your name, address and contact number and we will call you back as soon as possible.

What can I expect from the team?

We will:

- Visit as soon as we can (there may be a delay if we are busy).
- Respect the decisions you make.

- Help you to control and ease your symptoms.
- Involve and support your family and carers as much as you both want.
- Give information and support to you and your carers before, during and after death.
- Give you the chance to ask any questions.
- Explain what we are going to do. We will also tell you if there will be any side effects from your medications.
- Speak with your District Nurse and Specialist Nurse about the care we give you.

What can I do for the team?

We need a quiet place and, if possible, a flat surface to get medication ready. For example a kitchen bench.

Help us get it right

We are always looking at ways to improve our services so we may give you a questionnaire about the service. We would really appreciate it if you would take the time to fill this in.

Want more information?

Out of Hours Team Manager
St Benedict's Hospice and Centre for Specialist Palliative Care
St Benedict's Way
Sunderland
SR2 0NY
Main Reception: 0191 512 8400
Website: www.stbenedicts.co.uk

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South Tyneside and Sunderland NHS Foundation Trust

General Enquiries (Main switchboards)

Sunderland Royal Hospital: 0191 565 6256
South Tyneside District Hospital: 0191 404 1000

Website: www.stsft.nhs.uk



We try hard to keep our information leaflets up to date. This information was correct when we wrote it. It may not include very new changes. Staff will tell you if anything has changed and check that you understand at your appointment. You should ask if you are unsure about anything.

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