



**Northumbria Healthcare**  
NHS Foundation Trust

# Care and support living with a life-limiting illness

Issued by the Palliative Care Northumbria Service

## **What is palliative care?**

Palliative care aims to improve the quality of life of patients with potentially life-limiting illnesses, and their families. This includes pain relief, managing other symptoms and providing emotional support.

Palliative care can help people when they are first diagnosed, as well as supporting people throughout their illness, and as they approach the end of their life.

## **Who is the palliative care Northumbria team?**

Palliative care Northumbria is an NHS service providing palliative care to patients at home and in hospitals in Northumberland and North Tyneside.

The team has nurses, doctors, physiotherapists, occupational therapists, technical instructors and social workers who specialise in palliative care.

The service works closely and in partnership with several other health and social care providers including GPs, Marie Curie, Macmillan and social services.

## **What to expect from the team**

We will work closely with you and others involved in your care including your GP, primary care team and district nurse, or hospital ward.

Not everyone needs on-going support from the palliative care team – we aim to support you when you need us most. Your care will be led by your GP or hospital ward.

We can provide:

- Medication advice for pain and other symptoms
- Future care planning about your treatment and care.
- Help to remain independent for as long as possible, including rehabilitation, mobility and breathlessness advice.
- Emotional support for patients, family or friends of patients caring for them.
- Bereavement, befriending and information support services through our Macmillan Support Services. They also run a Day Hospice in North Tyneside.
- Information and help with contacting other specialist services who can offer advice and support

We are always happy to be asked questions about your care and medications.

## **Palliative care at home**

Our palliative care team is able to see patients in their own homes, or in consultant-led outpatient clinics. The team includes nurses (known as Macmillan nurses or palliative care nurses), doctors, physiotherapists, occupational therapists, technical instructors and social workers.

Our Macmillan support services include volunteers. It works within our palliative care team to support adults affected by cancer or a life limiting illness by providing bereavement, befriending and information support services. They also run a day hospice in North Tyneside which can also provide complementary therapies.

Our care home team support and train staff in care homes in North Tyneside to manage symptoms and provide support to care home residents towards the end of their life. They ensure the right support is available to prevent or limit unplanned admissions to hospital. Similar services are provided in Northumberland by the community matrons.

The Macmillan care support team are nursing assistants (known as Macmillan carers) who can provide increased support for patients who are approaching the end of their life and who wish to stay at home.

## **Palliative care in hospital**

We see patients at all of Northumbria Healthcare's hospitals and have dedicated palliative care units at our hospitals in Wansbeck and North Tyneside. They specialise in supporting people to live with a life-limiting illness and to manage their symptoms. Some patients choose to be at a palliative care unit in their last days of life. The palliative care units are not able to provide long-term care.

## **What care and support is available in the last days of life?**

We will aim to support you and your family's wishes about where you want to be cared for in your last days. Some people may have made these known in advance. It is important that we talk to you about this and where possible we will aim to meet your wishes.

If you would like to be cared for in your own home our Macmillan care support team, who are nursing assistants known as Macmillan carers, can provide support with your personal care and carer relief to enable friends and family to have a break from their caring role. This can be for a few hours during the day or overnight.

For more information and practical support about our end of life care services, see our 'Care and support in last days of life' leaflet.

## **How do I get urgent advice?**

Marie Curie @ Northumbria rapid response service is part of our palliative care Northumbria service in North Tyneside. They are able to respond within one hour to a call for urgent advice. If required, they will visit you at home. This service is available seven days a week from 9am until 10pm.

In Northumberland you can get urgent advice by contacting your GP, district nursing team or out of hours via NHS 111.

## **How can I be referred to the service?**

If you have cancer or a life-limiting illness and need our support your GP, district nurse, or any health or social care professional can refer you.

## **Palliative Care Northumbria contact details**

North Tyneside Rapid Response	07825 756675
North Tyneside community team	0191 293 4376
North Tyneside Palliative Care Unit	0191 235 4903
Northumberland community team	01670 859 015
Wansbeck Palliative Care Unit	01670 529 960

**Email referrals to:** [palliativecare@nhct.nhs.uk](mailto:palliativecare@nhct.nhs.uk) /  
[nhc-tr.palliativecare@nhs.net](mailto:nhc-tr.palliativecare@nhs.net)

North Tyneside General Hospital team	07825 756 827
Wansbeck General Hospital team	07825 761 625
The Northumbria team	07825 756 825

## **Other useful contacts**

**Out of hours GP 111**

### **District Nurse**

North Tyneside 0191 238 0044

Northumberland-contact via your GP practice or One Call

### **Out of hours District Nurse**

North Tyneside 01670 828 674

Northumberland 01670 829 864

## Useful websites and other information

[www.mariecurie.org.uk](http://www.mariecurie.org.uk)

[www.macmillan.org.uk](http://www.macmillan.org.uk)

[www.childhoodbereavement.org.uk](http://www.childhoodbereavement.org.uk)

[www.winstonswish.org.uk](http://www.winstonswish.org.uk)

[www.carersuk.org](http://www.carersuk.org)

[www.helpthehospices.org.uk](http://www.helpthehospices.org.uk)

[www.ageuk.org.uk](http://www.ageuk.org.uk)

[www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)

[www.nhs.uk](http://www.nhs.uk)

[www.dyingmatters.org](http://www.dyingmatters.org)

## **Alternative Formats**

If you would like a copy of this information in large print, another language, audio tape or other format please call the Contact Centre on **03 44 811 8118**

## **Other sources of information**

### **NHS 111**

### **NHS Choices**

[www.nhs.uk/pages/homepage.aspx](http://www.nhs.uk/pages/homepage.aspx)

### **NICE (National Institute for Health and Clinical Excellence)**

[www.nice.org.uk](http://www.nice.org.uk)

### **Patient Advice and Liaison Service (PALS)**

Freephone: **0800 032 0202**

Text: 01670 511098

Email: [northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk)

### **Northumbria Healthcare NHS Foundation Trust**

General Enquiries **03 44 811 8111**

[www.northumbria.nhs.uk](http://www.northumbria.nhs.uk)

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