

Care and support
through terminal illness

Marie
Curie



NHS

Northumbria Healthcare
NHS Foundation Trust

Urgent specialist care and support at home

Free support at short notice for you and your family from the
Marie Curie @ Northumbria Rapid Response Team

NHS

*North Tyneside
Clinical Commissioning Group*

Marie Curie @ Northumbria Rapid Response Team

If you or someone close to you are living with any complex, advanced or life-limiting illness, our Rapid Response Team can offer you urgent care, advice and support.

Our service is available seven days a week in North Tyneside to help you at home or in your care home.

What happens when you contact us for support?

When you phone, one of our nurses will talk through your situation with you to understand what you need and how they can help.

The nurse may be able to advise you over the phone. But if they need to visit you, they'll give you an approximate time when they can get to your home.

With your consent, our nurses may also refer you to other local services that can help you and your family.

How we can help

Our Rapid Response Team consists of palliative care clinical nurse specialists, Marie Curie nurses and Marie Curie healthcare assistants. They're also supported by an on-call palliative care consultant.

Our clinical nurse specialists have lots of experience caring for people living with an advanced illness and those who are approaching the end of their lives.

So if you have a question or concern, our nurses can provide advice and emotional support to help you and the person who's caring for you. In many cases, just one phone call to our nurses can help you to stay at home and avoid going into hospital.

If one of our nurses visits you at home, they can help you with your nursing needs, such as relieving any pain or breathing difficulties, so you can be as comfortable as possible in your home.

Contact us

Please contact us if you need:

- information and advice over the phone
- hands-on care in your home

Phone: 07825 756 675, 9am to 10pm, seven days a week

We welcome your feedback

We'd really like to hear about your experience of the service – whether it was positive or if there were things we could've done better. Share your comments or concerns by contacting the Patient Advice and Liaison Service (PALS), details are listed on the back page.

Marie Curie @ Northumbria

The Rapid Response Team is part of Marie Curie @ Northumbria, a partnership programme between Marie Curie and Northumbria Healthcare NHS Foundation Trust, providing high quality palliative and end of life care in people's homes, hospitals and communities across Northumberland and North Tyneside.

Other sources of information

Marie Curie Support Line: 0800 090 2309

www.mariecurie.org.uk/help

NHS 111

NHS Choices

www.nhs.uk/pages/homepage.aspx

NICE (National Institute for Health and Clinical Excellence)

www.nice.org.uk

Patient Advice and Liaison Service (PALS)

Freephone: **0800 032 0202**

Text: **01670 511098**

Email: **northoftynepals@nhct.nhs.uk**

Northumbria Healthcare NHS Foundation Trust

General Enquiries **03 44 811 8111**

www.northumbria.nhs.uk

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**

PIN 706/V2

Review date: December 2021

© This material is the copyright of the Northumbria Healthcare NHS Foundation Trust