

## **Specialist Palliative Care Service Referral Guidance**

### **What is palliative care?**

- Supportive care and interventions for adults with life-limiting illness
- Control of physical symptoms including (but not confined to) pain, breathlessness, nausea and vomiting
- Advice and support of psychological, social and spiritual problems
- Management plans created through listening to & respecting the individual's wishes
- Psychological support/signposting to the patient's family
- Advice/guidance/support/education to fellow professionals
- A focus more on quality rather than quantity of life
- Earlier intervention from specialist palliative care is associated with improvements in quality of life
- Patients given the opportunity to discuss advance care planning are more likely to die at home/in their preferred place of care
- Frameworks of 'Specialist' and 'Generalist' palliative care are relative concepts, dependent upon setting and skills of existing care team
- Current evidence supports the need for service provision which works collaboratively and in an integrated manner across settings

### **What do the Specialist Palliative Care services offer?**

- Telephone advice and support for patients, carers and professionals
- Face to face and/or joint assessment in ward, care home and community settings
- Outpatient assessments at JCUH, FHN and RPCH
- Proactive review of patients in JCUH/FHN who are started on the end of life care plans
- Holistic assessment of needs by allied health professionals (input varies according to locality - see AHPs referral guidance for details)
- Potential of bridging gaps in communications and management plans, and supporting patient transfer between settings
- Management plans for on-going care to be facilitated by primary care/ward based teams when appropriate, including advance care planning
- Individualised and time-limited interventions based upon identified needs, not diagnosis or prognosis
- Recognition that palliative care needs do not correlate with prognostic indicators
- Signposting to other services e.g. benefits advice/bereavement support/hospice, chronic pain services et

### **What are the referral criteria?**

- Patients over 18 years with a life limiting illness **and** an identified need as per information provided above
- Patients must (if able) have given consent for referral. If unable to consent then rationale must be provided

### **How can you access the service?**

The service operates Monday – Friday 08:30 – 16:30:

- **Middlesbrough, Redcar & Cleveland :**  
Telephone 01287 639100 - for triage advice from an office based CNS within working hours  
Referrals via WebICE  
Email [ste-tr.mrcspct@nhs.net](mailto:ste-tr.mrcspct@nhs.net)
- **James Cook UHT**  
Telephone 01642 854787.- JCUH Switchboard can contact CNS via mobile  
Referrals via WebICE
- **Hambleton & Richmondshire**  
Telephone 01609 767519. - JCUH switchboard can contact urgently via mobile  
Or Friarage Hospital 01609 767519 Or bleep 667  
Referrals via SystmOne  
Email [ste-tr.SpecialistPalliativeCare@nhs.net](mailto:ste-tr.SpecialistPalliativeCare@nhs.net)

**Outside of these hours professionals seeking specialist palliative care advice can contact the Consultant in Palliative Medicine on call via James Cook University Hospital switchboard.**