

Specialist Palliative Care Team



Providing dedicated specialist care
and support to patients and families



Jersey Hospice Care
your care, your choice, your time



Have Your Say

The quality of the services we offer is regularly reviewed and we welcome your views. You may speak to any member of staff about how to feed back. This may include a questionnaire, such as 'I Want Great Care' or VOICES.

This feedback can be anonymous, but any information we hold on you will be treated with the strictest of confidence.



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Photographs kindly donated by Gisela Olsson



What will the Specialist Palliative Nurse do to help?

The Specialist Palliative Care Nurses have extensive knowledge and skills in caring for people with life limiting illnesses. Their role is to provide advice and support with any physical, psychological, spiritual or social issues, supporting you and your family. Our aim is to enable people to have the best quality of life.

We will do this by:

- listening to your concerns about your illness and those of your family/carer
- providing information about your illness and treatment
- assessing any symptoms that are troublesome and making suggestions of how these can be improved
- giving you the opportunity to discuss your care, what is important to you and what your wishes are about your future care
- liaising with other health care professionals and teams involved in your care, be that in the community or hospital, as our involvement aims to compliment care provided by others

‘Your support was incredibly important at a very difficult time and I will always be grateful for it.’

‘Your warmth, empathy, expertise and sense of humour carried us through.’

Many people prefer to be supported in their own home and our Specialist Palliative Care Team will work with you and your family to enable this to happen wherever possible.

Where can I be seen?

You can be visited by our team of specialist nurses in which ever care setting you are presently in. This may be in your own home, a nursing or a residential care home or in hospital. Alternatively, you may prefer to see the specialist nurse in the Out Patient clinic in Day Hospice.

How do the Specialist Palliative Care Nurses become involved with my care?

A referral can be made from any source, but patient consent and agreement from your GP is required before visiting. Once you have agreed to the referral, we will arrange a suitable day and time to visit you, which can be on your own or with your relative/carer present, if this is your preference. If you are in hospital, agreement from your GP to see the Specialist Palliative Care nurse or doctor is not necessary until you return to your home environment.

How long will the Specialist Palliative Nurses be involved in my care?

This will depend on your needs. We may be involved for a short time, making several visits to address your concerns and symptoms. We will aim to support your end of life care in the place of your choice.

How can you contact the team?

The Specialist Palliative Care Nurses work between 09.00 and 17.00. However, 24/7 contact is available for advice, support and to visit if required.

During office hours, Monday to Friday, your call will be answered by a member of the Administration Team. They will direct you to the Specialist Palliative Care office, where a member of the team will help you. Outside of these hours, ie between 17.00 and 09.00, weekends and bank holidays, your call will be answered by a qualified member of staff on the In Patient Unit, who will contact the Specialist Palliative Care Nurse on call. They will ensure you receive appropriate advice and support and, if required, face to face visits can be arranged.

‘You were such a lifeline to us all.’

