

## How do you access the service?

These are some of the services that with your agreement can make a referral to supportive care at home service.

- District nurse
- GP
- Hospice staff
- Hospital staff
- Specialist nurses
- Macmillan nurses
- Community matrons
- Rapid Response
- Social Services

Care is provided subject to discussion with the patient or family and carers.

All care provided is subject to availability and dependent upon the needs of all patients referred to the service.

Please feel free to contact the service to discuss your care needs.

## How to contact supportive care at home service

**Telephone: 01226 644750**

If we are out of the office messages can be left on the answer machine.

If you require a doctor urgently you should contact your own GP or the out of hours service.

Useful telephone numbers:

**District nursing service**  
**01226 644575**

**Rapid response service**  
**01226 644560** (*ask the operator to put you through to Rapid Response*)

**Community Macmillan service**  
**01226 644755**

### Your feedback is welcome

We invite you to share any comments, compliments, concerns or complaints you have about the Trust. Please speak to a member of staff or contact our customer services team on 0800 587 2108 who can also provide help in understanding this information.

March 2014, next review March 2016.



South West Yorkshire Partnership  
NHS Foundation Trust



Information for patients and carers

Our telephone number is  
**01226 644750**

With all of us in mind.

## Who are supportive care at home service?

Barnsley supportive care at home service (SCHS) are part of South West Yorkshire Partnership NHS Foundation Trust and provide practical, emotional and physical support to patients and carers.

We know how difficult it can be caring for someone who is suffering from a life limiting illness, with this in mind the service aims to provide individualised packages of care offering the choice to be cared for at home where possible.

Patients will be receiving care from other services. This will continue, but supportive care at Home may be asked to offer some additional care and support at home.

The team includes:

- Qualified nurses
- Health care assistants
- Administration staff
- Service coordinator

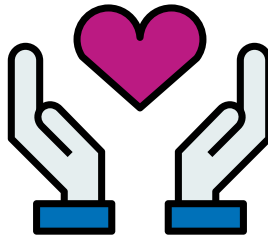
Care is provided seven days a week, including weekends and Bank Holidays.

## How can we help?

Referrals to SCHS are made by health and social care professionals.

### This could be:

- To give the patient and carer support.
- To provide care during the daytime to allow the main carer to go out.
- To provide a supportive presence at home.
- To provide a qualified nurse who can stay with the patient to assess pain or symptom management.
- To provide a staff member who can stay overnight with the patient to allow the family or carers to get some rest.
- Or additional care and support is required because the patient is approaching the last days of life.



## When can you expect to see us?

Following referral the service coordinator will contact you to discuss your care needs.

- Patients may be in hospital or hospice and express a wish to go home.
- Patients may be at home and require additional care and support.

We will require your consent to liaise with other health and social care colleagues to discuss your care needs.

An individualised plan of care will be developed.

We will contact you to arrange the start of your care.

Your care will be regularly reviewed and assessed and we will keep you informed regarding availability and times of visits.

You are welcome to contact us at any time to discuss care.