



You are receiving care from:



Use this box to write down the name of the St Luke's at home team member who is looking after you and your carer:

[Empty rounded rectangular box for writing a name]



Our telephone numbers:



Advice during the day between 9am to 5pm
01752 964200



Advice at night between 5pm and 9am
01752 401172



Out of hours GP (doctor)
0845 5049 113



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St Luke's at home: information for patients and carers



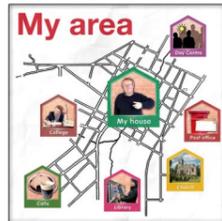
St Luke's Hospice Plymouth:



St Luke's Hospice Plymouth is a charity that provides specialist care, advice and support to people who are very ill or dying.



St Luke's helps people who live in Plymouth and parts of Devon and Cornwall.



The charity believes that everyone deserves quality end of life care and has the motto 'Caring for you no matter where'.



By working with partners for example local hospitals, social services and health teams people can be cared for:

- In the specialist unit at Turnchapel
- In their home
- At Derriford Hospital



This is important so people are given a choice about their care and are treated with dignity and respect.



This leaflet gives you information if you are having support from St Luke's at home.



Personal information and next of kin:



Your personal information:

Your personal information is stored safely on our computers.



In order to give you the best care sometimes we will need to speak to other people about you. For example: your doctor, district nurses and other teams from St Luke's Hospice Plymouth.



We will always ask your consent to share such information. You can choose who we can and cannot talk to and how much we share.



Choosing your next of kin:

Your next of kin is someone very close to you who knows you very well. For example: your partner, your husband, your wife, a family member or a good friend.



Your next of kin is the person who could:

- Be the main point of contact for health professionals
- Be given information about your condition with your permission
- Let the doctors and nurses know what decisions you would make if able to do so



It is very important to let the St Luke's at home team know who your next of kin is.





Helpful information:

Areas we cover:

The community team cover Plymouth, Salcombe, Kingsbridge, Ivybridge, Tavistock and the moors.



The Crisis Team, Hospital Service and St Luke's at Turnchapel also go into East Cornwall.

How can you access this service?

Your GP (doctor), hospital doctor, district nurse, palliative care team or other health professional refer you into our service.



Do people have to pay?

The care given by St Luke's at home to patients and their carers is free.



St Luke's Hospice Plymouth is a charity and only receives a small part of its funding from the government.



Palliative Care:

Our nurses are often confused with Macmillan nurses but St Luke's is the only charity that offers specialist care for people at the end of their lives in this area.



St Luke's at home:



St Luke's at home offers support to people who need palliative care. Palliative care is special care and support for people who are in the last year of their life.



The team see people in:

- Their own home
- In residential and care homes



- In nurse led clinics



- In community hospitals



St Luke's at home work very closely with:

- Patients and their carers



- GP's (also known as doctors)



- District nurses

- Other health and social care agencies



What to expect from St Luke's at home:

You can expect:



- Support for you, your partner, family and friends face to face in your home or over the telephone



- Specialist advice about any symptoms you may have for example: not feeling hungry or being very tired



- Someone who will listen to your and your family's worries, questions or concerns



- Help and advice with any money worries



- Information about other community services that could help and support you



- Help to keep you as independent as possible and help for your carers



- Access to other St Luke's services



Other St Luke's services you can access:



Social care:

Social workers, complementary therapists and volunteers work alongside our nursing team. They can help you and your carers with different issues.



Occupational therapy:

St Luke's goal, wherever possible, is to support you to live safely and happily at home. You can ask our occupational therapists to come and visit you at home.



An occupational therapist can work with you and your family to give you the resources and support you need to keep your independence, take part in day to day activities and ensure your happiness, comfort and safety.



Crisis Team:

A crisis is when you need help in a hurry. If you and your family need urgent help as your needs have changed St Luke's Crisis Team can support you.



This intense help is offered for three days to get you feeling more stable, to give your carers time to arrange extra support or to get you home from hospital.