1. GPs and GP practices
This will be the first point of contact for many health related concerns and often involves patients’ relatives and carers. GPs will see and assess medical and psychological problems, prescribe medication, refer for further hospital care or advice where necessary and provide continued support throughout the illness.

Who should you contact?
- GPs, Community nurses and adult social services can all be approached directly for advice and help.
- Your GP or Nurse is available to guide you to “Find the right person to speak to about the right care”.
- Care management is a service for ill and disabled people, offering information and advice about how to cope with problems & arranging services for people who need them (see 3 below).

Palliative care registration
All practices in West Northumberland have a list of their patients who are coming towards the end of their lives. This approach helps early identification of patients with life limiting illnesses. This includes both those with cancer and those with non-cancer diagnoses e.g. heart failure, severe lung disease, advanced dementia.

Care planning
Patients with life limiting illnesses are offered the opportunity to discuss how they wish to be looked after with their GP. This enables more people to be cared for in their preferred setting and more informed decisions to be made by those providing their care. The out of hours GP service and North East Ambulance Service (NEAS) can be notified by the GP when patients are more unwell and have an agreed care plan in place.

http://hadrianpca.co.uk/Home.html

2. Tynedale Hospice at Home (THH)
Tynedale Hospice at Home provides a home nursing service, with qualified nurses and trained health care support workers, and Family and Bereavement Support Services, with qualified staff and fully trained volunteers. In addition, it provides transport for
patients, to and from hospital appointments, using volunteer drivers and their vehicles. THH aims to support patients, their family and carers; improving the quality of life by providing expert palliative nursing care and practical support. THH gives people the choice of being cared for at home, and cares for families and loved ones, before and after death has occurred. This care is delivered in partnership with the Primary Care Teams working in its locality. THH is a committed partner to the West Northumberland Palliative Care Pathway and to the Shared Decision Making initiative, working together to improve care at the end of life. Care is usually offered to patients living in West Northumberland, including Scots Gap and Ponteland. THH also provides care to patients living in nursing and residential homes. The Hospice provides an equitable service that is flexible and responsive to patient and carer need. All of its services are free of charge and consequently it relies upon extensive local support and charitable donations to operate. THH can be accessed via your District Nurse or other members of the Primary Health Care team. Carers and patients themselves can also contact the Hospice on: 01434 604321.

Family support: The family support team provide emotional and spiritual support for both patients and family members including children. We can offer individual support or together as a family. We can advise on how to talk with children or if required work directly with the children. The team also offers spiritual support for anyone struggling with hard questions of a spiritual nature.

Contact:
Fiona Hutchinson (coordinator) on 01434 600384
fiona@tynedalehospice.com
Rev. Janet Jackson (Chaplain) 01434 600384 Janet@tynedalehospice.com

Tynedale Hospice at Home, 3 Wentworth Place, Hexham, Northumberland NE46 1XB. Information is also available at: http://www.tynedalehospice.com

3. Personal care and practical support
People with a serious illness may need practical support with daily living tasks and help with some aspects of personal care. The community matron or district nurse who is co-ordinating your support can discuss this and give more detailed written information. People whose health is deteriorating rapidly may be entitled to get support as a free NHS service. People whose health condition is more stable will be eligible for "social care" support funded by the County Council and may have to pay charges, though this will depend on their financial circumstances. No one will be asked to pay charges which they cannot afford. If someone is expected to need support for some time, we will suggest that they consider the new "personal budget" arrangement, which offers more control over how support is organised - including, if required, the opportunity to employ people.
themselves to provide support. The county council also has a commitment to support Carers. As well as working with Carers Northumberland (see No 8) they can offer specific Carers assessments.

www.northumberland.gov.uk/SDS
Phone: 01670 536 400

4. Community nursing teams
Community Matrons
Community Matrons are highly skilled experienced senior nurses who lead the community nursing teams and are based within GP practices. They work closely with patients, their families, GPs, specialist nurses and other agencies to organise and provide nursing care in a variety of health care settings. Community Matrons act as case managers to ensure appropriate care is planned, co-ordinated, managed and evaluated for housebound patients.

Community Nurses
The Community Matron manages community nursing teams comprising Community Nursing Sisters, Staff Nurses and Health Care Assistants. The team provide skilled nursing care and advice for housebound patients in homes, treatment rooms, GP surgeries and in Residential Homes. An Out of Hours community nursing team ensures continuity, providing skilled nursing care across the locality. The community nursing team work closely with all members of the Primary Health Care Team to provide support and care for patients who are at the end of life and wish to be nursed in their own home or in a residential home. Care includes symptom control, provision of equipment and all relevant nursing interventions.

5. Specialist Palliative Care Team
The Palliative Care Team of Northumbria Healthcare NHS Foundation Trust works alongside other healthcare professionals involved in a person’s care so that they can receive palliative care at the same time as receiving active treatment for their condition.

The service aims to provide relief from pain and other distressing symptoms, and offers support to help patients live as actively as possible until the end of their life. Importantly, the service also supports families to cope during a person’s illness, and also in their bereavement.

In West Northumberland, the team consists of Macmillan palliative care clinical nurse specialists, consultants, and a Macmillan palliative care physiotherapist, all of whom are experienced and trained in supporting patients and their families living with a life limiting illness. In this way, the team can provide different aspects of care for a person: symptom management, emotional support, mobility assessment and advice, help in maintaining someone’s independence, and readjustment as things change. We will also shortly be welcoming a Macmillan palliative care social worker and Macmillan Palliative
care Occupational Therapist to our team.

The Palliative Care Team sees people in their own home, including care homes, as well as working in both Hexham and Haltwhistle hospitals. To be seen by the Palliative Care Team you need to contact one of the professionals already involved in your care, for example your GP or district nurses, and they can refer you to the Palliative Care Team.

West Northumberland Palliative Care team: Phone: 01434 612936

6. Northumberland Cancer Support Group (NCSG) Registered Charity
The NCSG is a completely voluntary self-help organization offering a safe and friendly environment where people with cancer, their families and friends, can meet others facing a similar challenge. Members say that coming to the Group has helped to:
- Reduce stress and anxiety
- Raise energy levels
- Reduce feelings of isolation
- Create a sense of well-being
- Give them back a sense of control
- Improve quality of life

NCSG meets on 1st, 3rd and 5th Tuesday of the month from 7pm at the Education Centre, 2nd Floor, Hexham General Hospital. Ask for a programme or visit our website for more details.
Contact: Mob 07598 620599.
www.northumberlandcancersupportgroup.co.uk.

7. Lifespan
Lifespan is a small local charity based at Minsteracres which brings ease and support to people with serious and life-threatening illness, and to family members and friends who care for them. It provides counselling, complementary therapies, 'befriending', nutritional advice, art work, a sitting service & bereavement support.

http://www.lifespanteam.org.uk/
Phone: 01434 673777
email: info@lifespan.org.uk

8. Carers Northumberland
Carers Northumberland offer support and information for carers throughout their caring journey. They offer opportunities for carers to meet regularly with others to share caring experiences, who understand what caring can be like, access to a wide range of information sources relating to carer rights and the conditions of those cared for, small grants to enable short breaks from caring, practical short-term support through the Carers Emergency Card, emotional support and much more. With support staff based in Hexham and around the county with a central Information Service, Carers Northumberland is there for carers when they need some extra support.

[Carers Northumberland logo]
9. The Macmillan Support Services
The Macmillan Support Services provides information and support to anyone affected by cancer or a life limiting illness. We offer one to one support within a person’s own home or a community venue if preferred. The service also delivers a range of health and wellbeing groups that provide information and emotional and social support. If you would like further information on the support available please contact Denise Robson, Nursery Park Care Centre Nursery Park Road, Ashington, NE63 0HP.
Tel: 01670 855533

10. Bereavement services
a. Tynedale Hospice at Home

Bereavement Services: This service provides support to those who need it following the death of a loved one. We provide individual support and group support. All bereavement services are open access, free and available to anyone living in the Tynedale and west Northumberland area, whether or not they have previously received care from the hospice.
Contact Suzy LC Borrill (Bereavement Services Coordinator) 01434 600384 suzy@tynedalehospice.com
Val Jewitt (Assistant Bereavement Services Coordinator) 01434 600384 emma@tynedalehospice.com

b. Macmillan Bereavement Service
The Macmillan Bereavement Service is a confidential therapeutic listening service for adults living within Northumberland. One to one support is available for people who have been bereaved by any cause. Support sessions are delivered by fully trained and supervised volunteers within a person’s own home or an alternative venue if preferred. If you would like further information on the support available please contact Denise Robson, Nursery Park Care Centre Nursery Park Road, Ashington, NE63 0HP, Tel: 01670 855533

The Rainbow Project: This service offers support and advice to bereaved families with children and young people up to the age of 18 providing one to one sessions, bereavement workshops, after school clubs and family work. We also offer training to schools and community group who support children and young people. This is open access, free and available to any families living in the Tynedale and west Northumberland area, whether or not they have previously received care from the hospice.
Contact Suzy LC Borrill (Bereavement Services Coordinator) 01434 600384 suzy@tynedalehospice.com
Emma Andrews (Assistant Bereavement Services Coordinator) 01434 600384 emma@tynedalehospice.com

c. Lifespan
Lifespan offers bereavement support for carers and families of patients they have been working with.
d. Self-help

e. Cruse Bereavement Care  Helpline:
0844 477 9400
http://www.crusebereavementcare.org.uk/

STRONG LINKS IN SERVICES THROUGH THE PALLIATIVE CARE PARTNERSHIP