



Rapid Response Hospice at Home

A Community Service



Rapid Response Hospice at Home

Pilgrims Hospices is committed to promoting choice and dignity for our patients and their families. Many people would prefer to die at home rather than in a hospital or hospice. This new service supports patients and their families in achieving their choice.

Rapid Response Hospice at Home provides care and support including patient assessment, supportive "hands on nursing care" from senior health care assistants, family and carer support and collaboration with other primary care health and social care providers.

Unlike visiting services provided by other community services, Rapid Response Hospice at Home offers

extended periods of care in the patient's home. It is also available on the same day it has been requested if needed and has the support of the wider hospice services and in-patient units if needed.

Pilgrims Hospices offer palliative care for people with illnesses that can not be cured including cancer, motor neurone disease, heart, renal and respiratory failure.

Rapid Response Hospice at Home nursing care is for those who have been previously accepted in to Pilgrims services and meet the referral criteria. The service is available over 24 hours a day, 7 days a week completely free of charge.



Referral Criteria

Referral criteria are the same as those for other Pilgrims services. These are available from the contacts overleaf.

Referrals could be made because:

- end of life support is needed
- the patient is experiencing uncontrolled symptoms
- the illness suddenly gets much worse
- a carer is in crisis and needs support

Referrals may be initiated by:

- GPs
- community nurses
- hospital palliative care teams
- hospital ward staff
- intermediate care teams
- out of hours services
- care managers
- Pilgrims Hospices community team
- Pilgrims Hospices ward staff
- allied health professionals

When a patient is referred to Rapid Response Hospice at Home, an assessment will be made to see if the service is appropriate before contact is made with a patient or their carer.

Location

Care and support is provided in patients' homes within the east Kent catchment area of Pilgrims Hospices. This includes nursing and residential care homes, prisons and relatives' homes.

Contacts

Please download a referral form
at www.pilgrimshospice.org
and click on Care.

Forms can be faxed
to 01227 812606 or
scanned and emailed to
hospiceathome@pilgrimshospice.org

**If you would like to discuss a referral
or find out more about the service,
please call:**

**Pilgrims Hospice Canterbury
01227 459700**



56 London Road, Canterbury
Kent CT2 8JA

Hythe Road, Willesborough
Ashford, Kent TN24 0NE

Ramsgate Road, Margate
Kent CT9 4AD

www.pilgrimshospice.org e eastkent@pilgrimshospice.org Registered Charity No. 293968

