

Hospice Extra Support Team



Extra support when it's needed most



*because
you matter*

**St Nicholas
Hospice Care**

A Registered Charity No. 287773

**For an alternative format or
language, please contact;
enquiries@stnh.org.uk**

Without extra support, those experiencing complex needs at the end of their lives could face an unplanned admission to a hospital or hospice ward setting.

The Hospice Extra Support Team (HEST) is a team of registered nurses and hospice care assistants who work to prevent unplanned admissions by providing enhanced contact and hands-on support to patients and families, including:

- Visits, including the support of personal care;
- Support to meet personal care needs, during times when additional support is required, such as when symptoms require careful management or when the end of life approaches;
- And, teaching and education for carers and family members to deliver care safely.

The team works closely with healthcare colleagues in West Suffolk so care is coordinated alongside other support such as the District Nursing Team, Early Intervention Team, and your GP. HEST also works closely with existing Hospice services and teams that support emotional, practical, psychological, spiritual and mobility needs.

Accessing support

Who we support: Patients with a West Suffolk GP or Thetford GP (Grove and School Lane), over the age of 18 and receiving palliative care, who require additional support for short periods, including for symptom management or while approaching the last few weeks of life.

Who makes my referral: A healthcare professional (Hospice staff, your GP or district nurses) will refer you to this specialist service. In some cases, patients can also self-refer for assessment by our specialist nursing team, via our website.

Hospice **Advice line**

Call our 24/7 advice line for health care professionals and families if you need support with symptom management and end of life care.

enquiries@stnh.org.uk
www.stnicholashospice.org.uk

01284 766133

Your Experience **Survey**

We want to develop our services in response to feedback; please consider filling out our survey which is available online or can be requested in paper form.

www.stnicholashospice.org.uk
/your-experience-survey



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