

Referral to St Nicholas Hospice Care's Community Team

Your healthcare professional has referred you to St Nicholas Hospice Care's Community Team. We are a team of professionals and trained volunteers that provide advice and support to those with specialist palliative and end-of-life care needs.

We aim to support you in wherever you call 'home', including care homes, prisons and sheltered housing. We offer this support to people and their families and friends, throughout West Suffolk and Thetford.

We work closely with your GP, community nurses and therapists so that they remain your main point of contact. Our team co-provides specialist end-of-life care with the NHS, voluntary organisations and social care agencies.

We recognise that each person's situation is different and we provide a range of support to reflect this, always delivered by the most appropriate professional.

What happens next?

Your referral will be reviewed by one of our nurse specialists, and we aim to make contact within a week of receiving your referral.

During your first call, we will learn about you so we can best co-ordinate support around your needs. We can offer information on other services or agencies when specialist nursing support is not needed, for example, getting help with practical or emotional needs.

You are of course, free to decline our offer of support, and if so, we will encourage you to make further contact at any time if you change your mind.

Should you feel you need more urgent assistance, please call our advice line on 01284 766133, which can be accessed 24 hours-a-day, seven-days-a-week. This offers support to patients, families, carers and their health care professionals.

*because
you matter*

St Nicholas
Hospice Care

A Registered Charity No. 287773

About St Nicholas Hospice Care

At the point of referral, some people may not expect to hear from the Hospice, for example, our community team is often mistaken for MacMillan services.

In West Suffolk and Thetford, for more than 35 years, St Nic's has been a key provider of palliative care at home, also the leading charity supporting the community to live with dying, caring and grief.

You can learn about St Nicholas Hospice Care by visiting our website:
www.stnicholashospice.org.uk