

## **Community Specialist Palliative Care Team**

### **Information for Patients and Relatives**

#### **What is palliative care?**

Palliative care is an approach that supports patients with life-limiting illnesses when treatments may not be able to provide a cure. It focuses on trying to achieve the best quality of life for patients, providing support for those important to them, managing pain and other symptoms, as well as providing holistic care and support. Referral to, and involvement of, palliative care professionals can occur at any stage of a person's illness.

#### **Who we are**

The Community Specialist Palliative Care Team works within the Swansea and Neath Port Talbot area. Our offices are based in Tŷ Olwen (Morriston Hospital) and Y Rhosyn (Neath Port Talbot Hospital) Specialist Palliative Care Units. The Community Specialist Palliative Care Team consists of:

- Palliative medicine doctors
- Clinical nurse specialists
- Healthcare support workers
- Specialist palliative care matron
- Administration personnel
- Therapies team (including physiotherapists and occupational therapists)

Your GP will continue to be your main point of contact for medical care. We will work with the GPs as well as district nurses and hospital-based specialists to provide specialist advice and support to you and those close to you.

### **We aim to:**

- Provide advice on how to manage pain and other physical symptoms (for example, sickness or breathlessness).
- Offer emotional support to you and those important to you.
- Discuss concerns about your illness and treatment.
- Help you plan future care.
- Let you know about other useful services available in your area.
- Communicate with other healthcare professionals involved with your care.

### **What to expect from us**

We offer face-to-face appointments in our outpatient clinic or in your home/care home where travel to the clinic is not possible. We will also provide additional telephone support when required, either by calling you at an agreed time or by you contacting our dedicated telephone line.

Our first meeting will focus on your feelings and concerns. You will have a named lead professional, but you may be seen or contacted by different members of the team. We will work with you, your family, your GP and other relevant professionals to try to create a plan that focuses on your priorities.

## **Planning ahead**

'Advance care planning' is what we call the process of discussion between you and those who are important to you. It helps your family and healthcare team understand your values, life goals and preferences regarding future medical care. It can also involve aspects such as your preferred place of care, religious or spiritual needs and any practical concerns you have, such as finances or will arrangements.

Planning for the future can help you get the care you need and make you feel more in control of your life. Knowing your wishes can make it easier for your family to make choices when you might not be able to make the decisions yourself. Even when you plan carefully, you will be able to alter your plans if you change your mind later on.

Advance care planning is a voluntary process. If you would like our help or more information about this, please let us know.

## **Discharge**

Over the course of an illness, there will be times when more regular support is needed and other times when things are more stable. If your condition has been stable for a number of weeks, we will discharge you from our service. Your GP and district nurse will continue to lead your care. They can re-refer you if your condition changes and they feel you would benefit from our help.

## **How to contact us**

You can contact us on the numbers on the next page. You may be asked to leave a message. We will return your call, but please be aware that this return call may not be on the same day.

### **9:00am-4:30pm Monday to Friday**

Direct line: 01792 516651

### **9:00am-4:30pm Weekends/Bank Holidays**

Contact via Morriston Hospital switchboard: 01792 702222

Outside these hours, an out-of-hours GP can be contacted for emergency advice on 111.

### **Questions and comments**

If you have any questions, please get in contact. We will provide you with information to meet your needs. We welcome comments and suggestions on our service. You can speak to a team member in person, or you can write to:

### **Community Specialist Palliative Care Team**

Tŷ Olwen Specialist Palliative Care Service,  
Heol Maes Eglwys,  
Swansea,  
SA6 6NL

We may ask you to fill in a feedback form to find out more about your experience of our service.

## **Further support and information**

### **Patient Advice Liaison Service (PALS)**

This service is available if you would like to talk to someone who is not directly involved in your care.

Telephone: 01792 531275 (include hours)

Email: [ABM.MorrisonPALS@wales.nhs.uk](mailto:ABM.MorrisonPALS@wales.nhs.uk)

(Check data security statement)

Please be aware that your records are kept electronically for clinical purposes. Your information will be stored securely in accordance with the All Wales Information Governance Policy and the Health Board's information governance procedures.

