

# Specialist Palliative Care In-Patient Unit

## Information for patients and relatives

**Tel: 01792 703412**

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

Palliative care supports patients with life-shortening illnesses when treatments may not be able to provide cure. With a focus on trying to achieve the best quality of life for patients and those important to them, managing pain and other symptoms, alongside providing holistic care and support. Referral and involvement of palliative care can occur at any stage of a person's illness.

### **Who we are**

The Specialist Palliative Care In-Patient Unit is an 8-bed facility run by a multi-professional palliative care team. It provides admission for symptom control for individuals with life-shortening illnesses where an in-patient setting is required. It also aims to provide the option of admission for care in the last days of life. Referrals to the In-Patient unit are usually through the GP or other Specialist Palliative Care teams.

### **The Team consists of:**

- Palliative Medicine Consultants
- Palliative Medicine Doctors
- Palliative Care Nurses and Healthcare Assistants
- Physiotherapists
- Occupational Therapists
- Administration personnel
- Chaplaincy

## **We aim to**

- Address any physical symptoms that you may have
- Offer emotional, psychological and spiritual support to you and those important to you
- Provide time and opportunities for you and those important to you to ask questions and discuss concerns about your illness and treatment
- Make you aware of other services available in your area which be of additional support
- Offer a co-ordinated multi-professional approach to discharge planning

## **What to expect from us**

When we first meet you we will try and gain a full picture of how you are feeling and what your main concerns are. During your stay in the in-patient unit you will meet different members of our team. We will work as a multi-disciplinary team (MDT) to develop a plan which focuses on your priorities.

## **Discharge planning**

The in-patient unit is a short term admission facility. We also wish to, where possible, facilitate you being looked after in your preferred place of care. Therefore during your admission the MDT will regularly review your ongoing care arrangements and discuss this with you and your family. There are often situations where ongoing care needs to be provided outside of the in-patient unit. This can regularly be a supported discharge home but sometimes, if needed, this includes consideration of a residential or nursing home. When undertaken, discharge planning will involve you and your family at all stages to ensure that your wishes are known, you are fully informed and that you are cared for in the most appropriate environment.

## **Planning ahead**

Advance care planning is a process of discussion between you and those who are important to you to understand your personal 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.

During your admission the team will, where appropriate, look to assist with any future planning you may wish to make. Planning ahead can help you to feel more in control of your situation and allow you to communicate your wishes to your family and those caring for you. It may also ensure you are cared for as you wish

if there is a time when you are unable to make decisions for yourself. You will be able to alter your plans if you change your mind later on.

Where medical decisions regarding treatment need to be made by the medical team they will involve you and those you wish to be involved at all stages. However there is no requirement to discuss any aspect of your care that you do not wish to.

### **How to contact us**

The ward team are available to discuss any aspect of care with individuals or their families during the working week. If a specific time is required please discuss with a member of the team on the ward who can make an appointment. Alternatively you can call the unit using the number provided on the front of the leaflet.

Please note that the majority of the MDT work between the hours of 9am and 5pm Monday to Friday. There are nurses present on the unit 24hours a day. The unit is has non-resident medical cover at nights and weekends.

### **Your comments**

Your input is important to us. We welcome your comments on our service and your suggestions on how we can improve. If you would like to comment on our service please talk to a team member.

Alternatively you can write to:

Hospital Palliative Care Team,  
Ty Olwen, Specialist Palliative Care Service,  
Heol Maes Eglwys,  
Swansea,  
SA6 6NL

Sometimes we may offer you a feedback form to try and capture your experience of our service.

### **Additional Information**

We try to provide you with information which is tailored to your needs, so please let us know how we can help you.

You may also find the following contacts useful:

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

If you would like to talk to someone who is not directly involved in your care.

Tel: 01792 531275

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

**CISS (Cancer Information & Support Services)**

Free confidential counselling.

Tel Swansea: 01792 655025

Tel Neath Port Talbot: 01639 642333

Email: [help@cancersupport.wales](mailto:help@cancersupport.wales)

[www.cancersupport.wales](http://www.cancersupport.wales)

MacMillan welfare rights

Benefits and financial advice (any diagnosis).

Tel: 0808 808 0000

[www.macmillan.org.uk](http://www.macmillan.org.uk)

**Maggie's, Singleton Hospital, Swansea**

Professional support for people with cancer and their family. Drop in 9.00am to 5.00pm Monday to Friday. Tel: 01792 200 000

[www.maggiescentres.org](http://www.maggiescentres.org)

**Tenovus**

Benefits advice

Tel: 0808 808 1010

[www.tenovuscancercare.org.uk](http://www.tenovuscancercare.org.uk)