



Hospital Specialist Palliative Care Team

Information for patients and relatives

You have been seen by:	
Date:	

What is palliative care?

Palliative care 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 Hospital Palliative Care Team works in all clinical areas across Swansea Bay University Health Board hospitals. Our offices are based across the different hospital sites, including Tŷ Olwen.

The Hospital Palliative Care Team consists of:

- Palliative medicine consultants
- Palliative care matron
- Palliative medicine doctors



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- Clinical nurse specialists
- Administrative personnel

As an in-patient most of your care will be provided by the nurses, doctors and other healthcare professionals on the ward. The Hospital Palliative Care Team works alongside the ward team to provide specialist advice and support to you, your family and the healthcare professionals involved in your care.

We aim to

- Provide advice on how to manage pain and other symptoms (for example sickness or breathlessness)
- Offer emotional support
- Provide time and opportunity to ask questions and discuss concerns about your illness and treatment
- Direct you to services in your area which may provide additional information and support
- Communicate with hospital and community healthcare professionals involved with your care, including when planning your discharge

What to expect from us

Our first meeting will focus on your feelings and concerns. During your stay in hospital you may meet different members of our team. We will work with the doctors and nurses on the ward to try and create a plan which focuses on your priorities.



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What happens when I leave hospital?

Once you leave hospital your care will be overseen by your GP and the primary healthcare team. In some circumstances, and with your agreement, we may refer you to the Community Palliative Care Team.

Planning ahead

“Advance care planning” is what we call the process of discussion between you and those who are important to you, so that they can get to understand your personal values, life goals, and preferences regarding future medical care. Planning ahead can ensure that you get the care you need, and help you to 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 an entirely voluntary process. If you would like our help or more information about this, please let us know.

Some things you might want to think about

- Telling people about your wishes regarding care, and putting these in writing
- Practical concerns: regarding pets, finances, making a will, putting your affairs in order, and funeral plans
- Where you would like to be cared for at the end of your life



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- Creating a lasting power of attorney
- Creating an advance decision to refuse treatment
- Religious or spiritual needs that others should be aware of
- Your wishes regarding organ and tissue donation

How to contact us

You can contact us on the telephone number below. Note that there is an answerphone and you may be asked to leave a message. In this case we will return your call as soon as possible, but this may not be on the same day.

Swansea Team

Telephone: 01792 703412

8.30am to 4.30pm Monday to Friday

Neath Port Talbot Team

Telephone: 01639 862549

8.30am to 4.30pm Monday to Friday

Outside these hours, the medical team responsible for your care can contact the on-call palliative care team if specialist advice is needed.

Questions and comments

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



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Hospital 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 try and obtain more details about your experience of our service.

Other sources of support and information

Patient Advice Liaison (PALS)

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

Telephone: 01792 531275

Email: ABM.MorrisonPALS@wales.nhs.uk

Please be aware your records are kept electronically for clinical purposes. Please be assured any information we hold is covered by the All Wales Information Governance Policy and the HB's information governance procedures.

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Swansea Bay University Health Board

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