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## **Hospice Rapid Access Service**

### **Information for Patients, Families and Carers**

#### **What is the Hospice Rapid Access Service?**

The Hospice Rapid Access Service is a way to meet your palliative and end of life care needs as your condition progresses.

This care is being coordinated by your local hospice, which will vary depending on where you live:

- Southend, Castle Point and Rochford – Fair Havens
- Basildon, Brentwood and Thurrock – St Luke's Hospice
- Mid Essex – Farleigh Hospice

#### **Why am I being referred to this service?**

The professionals involved in your care now believe that your condition is deteriorating and that you require more support to help you live comfortably until the end of your life.

The hospices can offer you fair access to palliative and end of life care, support and advice in a care environment suitable for your needs. The Hospices will work to co-ordinate your care and support you, and this will involve working in partnership with other care providers, which may include carers in your own home or care staff within a care home.

#### **Where will I be cared for?**

The Hospice Rapid Access Service can provide care in three different settings:

1. A hospice
2. Your home or the home of someone involved in your care, like a family member
3. A care home identified by the hospices as being suitable for your specific needs

#### **What will my care consist of?**

The Rapid Access to Discharge Team (RADS) will complete an assessment and speak with you about a plan that meets your care needs.



**If your care is being delivered to you at home** this will consist of a 'package of care' which involves carers coming in to provide personal care to you at home. The frequency of visits from the carers will be discussed with you.

The Hospice will arrange the carers and oversee their care and support to ensure that it continues to meet your needs as and when they change. The Rapid Access to Discharge Service will undertake a review of your plan of care at certain points in discussion with you and your loved ones.

**If you are being discharged from hospital into a care home** for access to 24-hour care, the Rapid Access to Discharge Service will work with the hospital team and in discussion with you and your family to find a care home that is able to provide the care to meet your assessed needs.

We understand that you and your family will want to be involved in choosing the care home, and the Hospice team will work with you to discuss the available places of care. The Hospice nurses can still provide support to you in discussion with the care staff at the home.

**If you are being transferred to a Hospice** you will be admitted there during Monday to Friday. On admission to the Hospice, the nurses and medical staff will talk to you and your loved ones and agree on a plan of care to meet your assessed needs.

### **Who can I speak to about my care?**

You can speak to the team coordinating your care - Rapid Access to Discharge (RADS).

They can be contacted on:

Fair Havens Hospice - [havenshospices.rapidaccess@nhs.net](mailto:havenshospices.rapidaccess@nhs.net) or 01702 220350

St Luke's Hospice – [Stlukes.oneresponse@nhs.net](mailto:Stlukes.oneresponse@nhs.net) or 01268 526259

Farleigh Hospice - [Contactteam.fh@nhs.net](mailto:Contactteam.fh@nhs.net) or 01245 457300

### **How can I raise a concern?**

If you are being cared for in a Hospice or in your home, please contact the Hospice teams on the contact numbers above.



If you are being cared for within a care home, please speak with the manager or care coordinator there in the first instance.

You can also contact the Hospice teams, who can assist you with your concerns using the details above.

If you are still unsatisfied and wish to make a complaint, they can advise on the best route, depending on the hospice coordinating your care.

If you have a safeguarding concern, you can either contact the Hospice or contact Social Care directly on:

**Southend Adults** | 01702 215 008

**Southend Children** | 01702 215 007

**Essex** | 0345 603 7630

### **Do I need to pay for this care?**

No, the care provided is free of charge, either in the Hospice, in your home or in a care home. If you wish to access other services that are outside your assessed need, there may be an additional charge, such as hairdressing services.

However, the hospices providing your care are independent charities and donations are gratefully accepted.

### **Can I pay a top-up to the care package offered?**

No, unfortunately, this option is not available through this service however families can negotiate directly with the care home.

Please see the attached FAQ's for more information.

We can provide you with this information in audio or large print versions or arrange for a translation service. Our website is compatible with screen readers and the text size can be increased.

All hospices comply with the Data Protection Act 2018 and relevant Codes of Practice for handling information in health and care. Privacy Notices are available on each hospice website, or upon request.

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