

WILLEN HOSPICE

**Referral & Admission Policy &
Procedure (CL025)**



Approved By	Senior Management Team
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Amendment History

Version	Date	Amended by	Reason
06	January 2017	Sally Leverett	Major review of policy with detailed information on the various organisations operational policies removed and list of related operational policies included at the end.

Referral & Admission Policy & Procedure

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WILLEN HOSPICE

Referral & Admission Policy & Procedure

For the purposes of this document the term 'the Hospice' relates to Willen Hospice and Willen Hospice Ventures and the term 'staff' relates to employees, bank & agency staff and volunteers.

Policy Statement/Introduction

This policy is designed to outline the services offered at Willen Hospice and be a guide as how to refer into those services.

Responsibility/Accountability

Ultimate Responsibility	Director of nursing and Patient Services
First Line Responsibility	Clinical Heads of Departments
Additional Responsibility	All Clinical Staff

The aim

The aim of the Hospice is to offer patients aged 18 years and over with advanced life limiting illness care which addresses their physical, social, emotional, spiritual and psychological needs, improving their quality of life and enabling them to live as full a life as possible in their remaining life span.

This may involve input from all teams including the Inpatient unit (IPU), Clinical Nurse Specialists (CNS), Hospice at Home Team (H@H), Hospice Chaplain, Patient & Family Services Team (PAFS), End of Life Psychologist or Physiotherapy.

To achieve this aim, the following are essential:

Formal referral processes for the service that are understood and agreed by key stakeholders

Collaborative working with key stakeholders in local services and those making referrals:

General Practitioners (GPs)

Community nursing teams and allied health professionals and their managers

Hospital based consultants, nurse specialists.

Provision of opportunities for education, mentorship and support for local community service colleagues through care of clients and other routes

Hospice Services

The Hospice offers the following support and expertise:

Clinical Nurse Specialists

Specialist advice and support to patients and other health care professionals
Symptom management in liaison with the Clinical Commissioning Groups
Emotional Support

Hospice at Home Service

Accessed via the CNS service, or by direct referral, this team offers symptom control and end of life care to patients in their own home in collaboration with district nursing teams.
Complementary Therapies

Wellbeing Centre

Specialist service open 3 days per week.
Symptom management/advice
Support through palliative care treatments
Psychological, emotional and spiritual support
Care planning
Diversional therapy
Complementary Therapies

In Patient Services

Symptom control
Emotional, Psychological and Spiritual Care
Supportive care
End of life care in the last days to short weeks
Average length of stay is 8 to 10 days
Discharge planning in order to help patients achieve their preferred place of care/death.

Lymphoedema

Specialist massage and bandaging
Medical concept taping
Manual lymphatic drainage (MLD)
Teach simple lymphatic drainage (SLD)
Complete Decongestive Therapy
Compression bandaging & compression garments
Skin care advice
All treatments are individually assessed as appropriate

Medical Support

Within the In Patient Unit
Out-patient clinics
Domiciliary Visits

Patient & Family Service

Patient & Carers Support Services
Young People's Support Service (young people up to the age of 18)
Pre & Post Bereavement support

Liaison with social services
Liaison with solicitors re will writing.

Physiotherapist

Comprehensive programme of physiotherapy.
Delivered within the Community hub, on the In Patient Unit, and in patients' homes, as needed.

There is also access to the following services once patients are registered with the Hospice:

Chaplaincy

Hospice at Home Befriending Service

Where necessary the Hospice will work with other external Health and Social Care Services to enable the continued provision of Specialist Palliative Care

Eligibility Criteria

The Hospice offers specialist palliative care services to patients aged 18 years and over with a diagnosis of advanced life limiting illness.

Other diagnoses are assessed for suitability and accepted if the problem is deemed to be within the specialist palliative care expertise of Willen Hospice.

The Hospice team will carefully assess patients who are referred for Specialist Palliative Care and who have an underlying diagnosis of dementia e.g. Alzheimer's disease, learning disability or profound psychiatric illnesses, as maintaining patient safety is paramount. However, support and advice may be provided within the patients' own environment on request.

Due to demand for services particularly in the Inpatient Unit the Hospice cannot accept requests for planned respite admissions nor can the Hospice offer long term inpatient care.

The referral and admission procedure

The referral and admission procedure for each service can be found in each of their own operational policies.

Audit

Adherence to the stated procedure will be audited annually through an audit trail of a random selection of referral and admission episodes over the course of the year to ensure adherence with the principles above.

Compliance with Statutory Regulations

Care Quality Commission- Essential standard of quality and safety (2010)
Data Protection Act (1998)
NMC Code professional conduct (2015)
Human Rights Act (1998)

Equality Act (2010)
Mental Capacity Act (2005)
The Health and Social Care Act (2008)
End of Life Care Strategy (2009)

Related Policies

Community Clinical Nurse Specialist (CNS) Operational Policy and Procedure
Physiotherapy Operational Policy and Procedure
Complementary Therapy Operational Policy and Procedure
Hospice at Home Operational Policy and Procedure
In patient Unit (IPU) Operational Policy and Procedure
Lymphoedema Operational Policy and Procedure
Patient and Family Services Operational Policy and Procedure
Willen Wellbeing Centre Operational Policy and Procedure

