



Every day makes a difference

Salford Community Specialist Palliative Care Team

Contacting the team

Community Specialist Palliative Care Team

Available 7 days a week 9am—5pm
St Ann's Hospice, Meadowsweet Lane,
Off Peel Lane, Little Hulton, Worsley,
Manchester M28 0FE
Telephone: 0161 702 5406
E-mail: cspcteam@sah.org.uk

Useful Contacts

St Ann's Hospice 24 hour advice line
Telephone: 0808 1442860

Macmillan Cancer Information & Support Centre (Salford)

Telephone: 0161 206 1455
Email: salfordcancerinfo@srft.nhs.uk www.hospiceinformation.info Provides general information about palliative care support services

Cancer Aid & Listening line

Telephone: 0845 123 23 29
Providing practical support for patients with a cancer diagnosis

Daycare—St Ann's Hospice Little Hulton

Telephone: 0161 702 5416

Please note, when making home visits our community team carry a personal security device which may also be used to record incidents



24-hour advice line
Patients, carers and healthcare professionals can get advice around the clock on 0800 970 7970 (Stockport area) and 0808 144 2860 (Manchester, Salford and Trafford areas)

Textphone users please prefix any of the numbers below with 18001

St Ann's Hospice, Heald Green
(Administration centre)
St Ann's Road North, Heald Green,
Cheadle, Cheshire, SK8 3SZ
Telephone: 0161 437 8136

Neil Cliffe Centre
Wythenshawe Hospital, Southmoor Road,
Wythenshawe, Manchester M23 9LT
Telephone: 0161 291 2912

Key telephone numbers
Charity shops FREEPHONE 0800 612 4679
Fundraising/donations 0161 498 3631
Lottery 0161 498 3642
Volunteering 0161 498 3653

St Ann's Hospice, Little Hulton
Meadowsweet Lane, Off Peel Lane,
Little Hulton, Worsley, Manchester M28 0FE
Telephone: 0161 702 8181

Get more information

We have a wide range of information leaflets, available both in print and to download from our website. To get your copies, either go to our website or call one of the main hospice telephone numbers.



We can provide you with information in audio or large print versions. A translation service can also be arranged.

Comments and feedback

We welcome your feedback: go on line at www.sah.org.uk/feedback, talk to a member of staff or fill in a comments card (found near the red posting boxes around our sites). Formal complaints can be made in writing to our Chief Executive at our Heald Green address.



Find out more about us

You can find out more about St Ann's Hospice on our website, or by e-mailing us:
website: www.sah.org.uk **e-mail:** enquiries@sah.org.uk

St Ann's Hospice is a registered charity, number 258085
Issue date: Sept 2010 Review date: Sept 2012

Information for Patients and Carers
We provide specialist advice & support for individuals with life limiting illness, who live in various care settings in Salford.



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How we can help

This leaflet has been designed to try and answer some of your questions about how our team can help you and your family or loved ones.

It is understandably a very difficult time when you are told your condition is life limiting. Palliative care is an approach that aims to improve the quality of life of patients and their families when faced with progressive life threatening illness such as cancer, neurological conditions and advanced heart or kidney failure.

What does Palliative Care involve and how can we help?

- We can assess and manage physical symptoms such as pain, sickness and loss of appetite
- Help people deal with what the illness means to them, allowing time to discuss any worries or emotional/psychological issues
- Provide advice and information on treatments and practical issues such as financial support, referral to other therapeutic services or help with day to day tasks.



Who are the team?

- Support families or loved ones to enable them to cope effectively.
- Support with bereavement issues

Who are the community specialist palliative care team?

- Clinical Nurse Specialists — sometimes referred to as Macmillan nurses
- Consultant in Palliative Medicine
- Other specialist doctors called registrars
- Specialist Social worker
- Occupational Therapist
- Team secretary

Referrals to the team can be made in the following ways:

- You or your family can contact us and we will discuss your referral with your GP.
- Ask other people involved in your care to make a referral. For example your GP, District Nurse, Hospital doctor or nurse. Alternatively they may suggest the referral to you.



How long will I wait to be seen?

Our standard is to make contact with the referrer within 24 hours and our response rate will depend on the need of the patient or carer.

What is multi-disciplinary working?

During your illness, you may have lots of different people caring for you and it is important that we all communicate well to ensure the best possible care for you and your family. As a team we work very closely with GPs, District nurses and hospital staff as well as lots of other professionals. This team of professionals meet on a regular basis to discuss patient care, ensuring a suitable management plan is organised.

Often the person who knows your situation the best will be called your key worker. You will be informed who your keyworker is.

