

# A GUIDE TO OUR SERVICES

#### What do we do?

We're a Registered Charity providing free nursing care and support to patients and families in their own home following the diagnosis of an illness that will not respond to curative treatment. Our support is usually provided in conjunction with your GP, District Nurses and often other agencies such as Macmillan. We provide specialist palliative nursing care via a team of dedicated nurses and health care assistants to allow the best quality of life for patients who have decided that they wish to be nursed at home.

### **Our team**

The team is led by led by Head of Nursing Services and comprises of a team of Registered General Nurses and Health Care Assistants which has many years' experience of working in palliative care settings. Nursing activities are supervised by the Care Quality Commission (CQC) and all our staff have access to regular training in line with mandatory and best practice guidelines.

# Who is eligible for our services?

Our patients are adults with illnesses which are not responsive to curative treatment and who will benefit from the skill and support of care at home. Our care may be provided to all adults living in, and who are registered with GP's, in the Shipston on Stour, Wellesbourne and Kineton areas.

# How we can help?

If we're asked to help, we'll initially have a quick telephone call with the patient or family carer to understand what's needed and if we can provide the required support. A Nurse Coordinator will then make an appointment to visit to meet the patient and family to assess healthcare needs and to determine if we are able to provide support.

# What type of care are we able to provide?

We can help with night and daytime care on any day of the week, depending on need. Our team operates a daily, 24-hour service and we guarantee a nurse is available to speak to any patient/family known to at any time of the day or night should they need our help. We are not an emergency service, however as part of a recent initiative we work with the NHS Rapid Response Team who provide an emergency call out service from 8pm to 8am.

# **Useful Information**

### **Shipston Home Nursing**

Office

01608 664850

(8am - 4pm)

**Emergencies** 



07920 480392

(24 hours)

Non-emergencies



07920 480392

(8am - 4pm)

Website



www.shipstonhomenursing.co.uk

**Fundraising** 



01608 664850

(9am - 5pm)

Email or via website?



nurses@shipstonhomenursing.co.uk

Find us on Facebook



@shipstonhomenursing

Find us on Twitter



@SHN\_Fundraising

#### **Rapid Response Team**

**Emergency Call Out** 



07775 016618

(8pm - 8am)

If Rapid Response Team are unable to help **or** if you still need support, call our Shipston Home Nursing Coordinator: 07920 480392

District Nurse,
Community Nurse Specialist or
Macmillan Nurse



01926 600818

**Emergency Services** 



999

NHS (Non-emergency)



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