St Joseph’s Hospice Community Palliative Care Team
7 days a week, 9am to 9pm
Many people with a serious or life-limiting illness would prefer to remain in their own home. At St Joseph’s Hospice, we do our very best to help our patients to continue to do this, if that is what they want.

Our Community Palliative Care Team (CPCT) provides care, advice and support to people facing life-limiting conditions and terminal illnesses in a variety of settings including: in patients’ own homes, in care homes, and in other residential settings. We work closely with GPs and district nurses out in the community to help deliver your care.

The CPCT Team
The Community Palliative Care Team includes a range of professionals, for example:

- counsellors/chaplains
- nurses
- occupational therapists
- physiotherapists
- social workers
- doctors.

We provide expert guidance on symptoms such as pain, breathlessness, tiredness and loss of appetite. We can provide you with support and help with social, emotional and spiritual matters.

We may be involved at an early stage of your illness or at a later stage.

What happens if I am referred to the CPCT Team?
One of our team will meet to talk about your health and the care you need now and may need in the future. We’ll also agree with you which members of the team you may need to see. This might be a nurse, a physiotherapist or a social worker, or one of the other members of the team. We will visit you at home to learn more about you and your concerns and plan any further visits as necessary. We will listen and get to know what is important to you, providing the support and advice you need. After this first visit you will be able to contact St Joseph’s Hospice at any time by telephone and the community team will visit you as you need us to.

www.stjh.org.uk    Tel: 0300 303 0400
Frequently Asked Questions

What is palliative care?
Palliative care improves the quality of life of patients and families facing problems associated with serious illness. It focuses on the prevention and relief of suffering through identifying, assessing and treating pain and other problems as early as possible. It’s also about supporting people with the other physical, emotional and social difficulties that come with serious illness.

What does a St Joseph’s Hospice community nurse do?
St Joseph’s Hospice community nurses are registered nurses with experience and qualifications in community nursing and palliative care. Some of us also have qualifications that allow us to prescribe medicines for our patients. Our community nurses are experts in delivering care and support to people with life-limiting and terminal illnesses in their own homes. They are trained to provide support to both you and your family and work closely with the other professionals who are caring for you (GP, hospital doctors, and district nurse) to help with problems such as difficult symptoms or emotional stresses.

What’s the difference between a St Joseph’s Hospice community nurse and a district nurse?
St Joseph’s Hospice community nurses have a different role to district nurses but work very closely with them. District nurses can help you with dressings, monitor your medication, and provide you with carers and other services, like ordering equipment you may need.

How can I access these services?
St Joseph’s Hospice provides community palliative care nursing across the City of London and the boroughs of Hackney, Tower Hamlets and Newham.
The Community Nursing Team works 7 days a week, 365 days a year, from 9am to 9pm to provide home visiting and telephone advice and support.

If you or someone you know has a life-limiting condition and might benefit from St Joseph’s Hospice community palliative care, please contact our First Contact Team on 0300 303 0400.

How much will this cost me?
We are a registered charity and all of our services are provided to you FREE of charge. We rely on the generosity of donations to help us continue our work.

Will my GP still be involved in my care?
Yes. Your GP remains in charge of your care at home. They will continue to take responsibility for your prescriptions and we advise that you ask your GP for any repeat prescriptions you may need. We will work closely with your GP but it is important you let us know about any changes to your medications or treatment plan. Please contact your GP or district nurse if you have run out of medications or need dressings.

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Other services our CPCT Team may recommend:

**In-patient care**
If the CPCT Team decides you need help managing your symptoms they may recommend a short stay in one of our wards at the Hospice.

If you are very ill, you may decide you would like to spend the last few weeks of your life at the Hospice. The CPCT Team will be able to give you all the information you need if you decide that is what you would like to do.

**Respite care**
The team may also suggest a planned stay in our respite ward, St Anne’s. This is a place where you can come for a short stay of either one or two weeks to give your family or carers a break or to have a break yourself from your situation at home. You might want to come in for a rest, or you may want to try to improve some aspect of your physical health.

**Day hospice**
Day hospice is a place where you can come and spend time with other patients, take part in social activities and access services such as complementary therapies, physiotherapy and counselling. We’ll work with you to find the best day of the week and work out a 12-week programme to suit your needs.

**Finding Space**
Finding Space is the community and events centre at St Joseph’s Hospice. It hosts a wide range of activities and events to suit all ages including support groups, health and well-being clinics, social activities (e.g. choir, art group and a crafts group) as well as exercise and well-being classes (yoga, meditation and tai chi).

**Information and support service**
The Hospice also hosts an information and support service for anyone affected by a life-limiting condition.

The information and support service is available as a drop-in service Monday to Friday from 10.00am to 4.00pm. Alternatively you can contact the team on 020 8525 3140 or email infoandsupport@stjh.org.uk

**Out-patient clinic**
Our out-patients clinic provides a range of nursing and supportive services for people who are still relatively well and in some cases, still working, but who are living with a life-limiting illness. The clinic is held at the Hospice.

Please talk to your Community Palliative Care Team nurse if you would rather attend an out-patient clinic.
Important Information

Preferred language
Please let us know if English is not your first or preferred language. We will try our best to have an interpreter or health advocates at meetings.

Your views
We strive to ensure that the service you receive is of the highest quality. If you have any feedback, comments or complaints regarding your care please get in touch.

Call us on: 020 8525 6000
Write to: Micaela Loveridge,
Clinical Governance Lead,
St Joseph’s Hospice, Mare Street,
Hackney, London E8 4SA.

Support your local Hospice
St Joseph’s Hospice is an independent charity and our services are offered FREE OF CHARGE. We rely on the community’s generosity to continue providing our care. If you would like to support our services, please visit our website or call us at the reception number below.

Contact us
Reception: 020 8525 6000
First Contact Team: 0300 303 0400
(for referrals and 24/7 advice and support line)
Email: info@stjh.org.uk
Website: www.stjh.org.uk