

Patient information

Ambulatory Specialist Palliative Care Team

Integrated Specialist Palliative Care Services

Who we are

We are team of healthcare professionals (doctors, specialist nurses and specialist therapists) who work locally in hospitals, hospices and in the community. Together, we're called the Integrated Mersey Palliative Care Team. We'll use our different areas of expertise to support you as well as we can.

IMPACT is a partnership between Marie Curie Hospice (Liverpool), Mersey Care NHS Foundation Trust, Liverpool University Hospitals NHS Foundation Trust and Woodlands Hospice.

What we do

The IMPACT service can help you and your carer with:

- Expert advice about managing your condition – including difficult symptoms.
- Making sure your quality of life is as good as it possibly can be planning for your future healthcare needs.

When you call us between 9am and 5pm Monday to Friday, you'll speak to one of our team of senior healthcare professionals who will:

- Give you advice and support.
- Arrange for a healthcare professional to assess you, if needed.
- Contact other services which may be able to help you.

Our Services include:

Nurse Led Surveillance

The Nurse-Led Surveillance Service is a team of Specialist Palliative Care Clinical Nurse Specialists. Upon referral to the service you will have an initial assessment of your physical, emotional and social needs and then agree a follow up plan for regular contact with your specialist nurse directed by your needs and preferences.

You will be given a named nurse (keyworker) who will follow you up routinely by either telephone, face to face or via virtual media to assess, advise and assist management of any issues/symptoms.

You will be given contact details for the IMPaCT line for any concerns in between your planned appointments. This service can run alongside, and aims to compliment your regular hospital care services. You can self-refer to the service or be referred by a health professional. Informal enquiries for further information on the Nurse Led Surveillance Service are welcomed.

Medical

The integrated medical team work across the hospice inpatient unit, the acute hospital wards and ambulatory outpatient services. The team comprises of consultants in Palliative Medicine and other doctors training in Palliative Medicine and General Practice.

The ambulatory clinics are set up in such a way that patients can be seen within a few days to have urgent and complex symptom control needs met. Once these issues have been addressed, the patient will then be followed up by the person who referred them to clinic (usually one of the ambulatory or community nurses) or another part of the service as appropriate. This allows the waiting time for an appointment to be kept short. Patients can be seen again in clinic if needed in the future.

Sometimes it is not possible for the patient to come to clinic in person or the appointment is just to check that the current plan is helping. In these cases, telephone or video appointments can be offered. Home visits from one of the doctors may also sometimes be arranged.

Therapy Services

The Therapy team consists of Occupational Therapists, Physiotherapists and Therapy Assistants.

Our occupational therapists aim to identify daily activities which are proving difficult for our patients, but which are important in maintaining their dignity, independence and enjoyment of life. They then carry out a full assessment and identify a patient's personal Goals and wishes in relation to that activity. Example of activities include personal care tasks, rest, sleep and relaxation and social activities. Occupational therapists and therapy assistants can then help through provision of equipment and advice including bespoke advice on the management of anxiety and fatigue.

Our physiotherapists carry out detailed assessments and design a treatment plan tailored to a patient's individual needs and personal Goals. They provide exercise programmes to help with joint stiffness, muscle weakness and reduced mobility and assist the wider palliative care team in helping to manage pain. Physiotherapists and therapy assistants provide mobility aids, including wheelchairs, splints and braces where appropriate.

They also carry out specific assessments and treatments to assist with Breathlessness. These assessments can take place in the Hospice as an outpatient or as a home visit if this is easier.

Our ethos is to set goals with our patients, modifying them when necessary but achieving them whenever possible. We work closely with our colleagues in the wider Impact Team to help ensure all care needs are met.

Hospice at Home

Woodlands Hospice at Home provides extra support for patients living with life limiting illnesses and those approaching the end of their lives.

The service helps patients stay at home for as long as possible by providing additional support, often at short notice. The service works alongside GPs, District Nurses and other community services to enhance what care is already available and not replace it.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further information

For any further information about the Ambulatory Specialist Palliative Care Team please contact:

IMPACT 0300 100 1002

Clinical Administration Team 0151 529 2637

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

در صورت تمایل می‌توانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانباریی پتوهندیدار بهو نهخوشانهی له‌لایهن تراستهوه په‌سهند کراون، نه‌گهر داوا بکریت له فورماته‌کانی تردا بریتی له زمانه‌کانی تر، نیزی رید (هاسان خویندنه‌وه)، چاپی گه‌وره، شریتی ده‌نگ، هیلّی موون و نه‌لیکترۆنیکی هه‌یه.

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