

## Croydon Directory of Services for End of Life Care / Palliative Care

**Updated: 06/05/20 – Draft to be updated as required**

### Background

The information in the table below has been collated to help support staff attending Croydon residents living in Care Homes and private accommodation who may not need to be conveyed to Croydon University Hospital.


Croydon prioritises the use of Coordinate my Care for Advance Care Plans so should be accessed by LAS, wherever possible, to help facilitate Treatment Escalation plans and decision making.


These resources can be accessed for all patients requiring end of life care whether COVID related or other cause.

<b>Provider</b>	<b>Service</b>	<b>What's on Offer</b>	<b>Available to</b>	<b>Operating Hours</b>	<b>Contact details</b>
<b>Croydon University Hospital</b>	Referrals	<p>All palliative care referrals assessed and seen as per operational policy</p> <p>All community (hospice/care home) notifications assessed and seen as per operational policy</p> <p>Psychological support offered by team social workers +/- Macmillan counsellors</p>	<p>All inpatients referred to palliative care team via e-referral or bleep. Triaged via co-ordinator</p> <p>Community providers</p> <p>All eligible patients</p>	Monday – Sunday 09:00-17:00	<p>Care homes can contact the Hospital palliative care team to notify of residents attending hospital</p> <p style="text-align: center;">0208 401 3000 Ext 4906</p>

		Assessment and support rapid discharge home for end of life care	All eligible patients		
	Coordinate My Care	Hospital palliative care team (HPCT), hospital clinical teams and all clinical staff responsible for accessing, creation, update and support of CMC records and dissemination post discharge including paper copy for care homes	All wards  Community providers	24hours	0208 401 3000 Ext 4906
	Advanced Care Planning	Support to ward clinical staff to discuss and document ACP	All clinical staff based at CUH	Monday – Sunday 09:00 - 17:00	02080 401 3000 Ext 4906
	Relative Daily Support – during COVID 19 pandemic	Daily telephone contact from HPCT and ward teams to next of kin  Use of tablets/donated smart phones to facilitate video calling for patients and relatives	All patients admitted to CUH	Monday to Sunday 09:00-17:00 face to face by HPCT  24hours	0208 401 3000 Ext 4906
	Bereavement Support	HPCT will provide a follow up bereavement call to relatives.  Bereavement care plan available to all clinical staff on Cerner  Signposting to community resources	All bereaved relatives known to the HPCT	Monday-Sunday 09:00 17:00  Online  Monday-Sunday 09:00-17:00	Care homes/Residential home can contact the hospital palliative care team on  0208 401 3000 ext. 4906

		HPCT identifying relatives who may be high risk following bereavement and communicating with GP and/or community palliative care team		Daily MDT review	
<b>St Christopher's Hospice</b>	Advanced Care Planning, Coordinate My Care and Challenging Conversations <u>Training</u>	Providing webinars for Care Homes for Advanced Care Planning, Coordinate My Care and Challenging Conversations followed up by ECHO training sessions.	All Care Homes	Online	For more information see: <a href="https://www.stchristophers.org.uk/stc_education_event/virtual-learning/">https://www.stchristophers.org.uk/stc_education_event/virtual-learning/</a> or email our Education Team: <a href="mailto:education@stchristophers.org.uk">education@stchristophers.org.uk</a>  ECHO- Covid-19 and participation in Coordinate My Care Challenging Conversations regarding scenarios around Covid-19 issues <u>Thursday 7<sup>th</sup> May 2:30-3.30pm</u>
	Advanced Care Planning & Coordinate My Care	All referrals covered for Advanced Care Planning & Coordinate My Care with next of kin contacted. Coordinate My Care record updated accordingly.	Hospice	Upon Referral	
	End of Life Care	Open to referrals both community and inpatient.  Support will be provided by screen and Telephone consultations as needed.	Hospice Community	09:00-17:00 Mon – Fri  24/7	Clinicians may refer using the form below <a href="https://www.stchristophers.org.uk/health-professionals/how-to-refer">https://www.stchristophers.org.uk/health-professionals/how-to-refer</a>  Or by phoning 020 8768 4582  Or 020 8768 4500. Please telephone for all emergency referrals.

	Staff Support Clinical Advice	Single Point of Contact Team for Colleagues in the Community	All Care Homes Community	24/7	If you need advice please contact our direct support line on 020 8768 4582.
	Care Home Staff Support Emotional Wellbeing	<u>Hear For You</u> Confidential support line for individual Care Home Staff	All Care Homes	09:00-17:00 Mon-Fri  If you want to book in a call outside of these times simply email us and we'll do our best to fit this in for you	Confidential, professional telephone and email support designed to support staff emotional wellbeing.  Simply email us at <a href="mailto:hearforyou@stchristophers.org.uk">hearforyou@stchristophers.org.uk</a> or call us on 020 8768 4688. Let us know which CCG you work in, and where possible the care home you work for. This will remain completely confidential.
	Resources	St Christopher's Hospice Free Resources Library  St Christopher's Website offering update bereavement support	All	Online	<a href="https://www.stchristophers.org.uk/resource-list-carehomes/">https://www.stchristophers.org.uk/resource-list-carehomes/</a> features all resources which is our total list (that is growing constantly)  Some info on website- new Bereavement resources being launched shortly
	Verification of Death <u>Training and Support</u>	Verification of Death Procedure in COVID 19 Pandemic	All Care Homes Community	24/7	Verification of Death Procedure in COVID 19 Pandemic   17-04-2020 Verification of Death.p
<b>Marie Curie</b>	Advanced Care Planning & Coordinate My Care	All Care Homes have been contacted by Marie Curie to ensure Advanced Care Panning is taking place. Marie Curie will also complete Coordinate My Care on behalf of GPs.	All Care Homes	Online	Pathway for completion of ACP records for Care Home Residents

	Night Sitting Service	Support outside usual surgery hours	Community	24/7	 Marie Curie referral guide.pdf
	Resources	Marie Curie's website offering update bereavement support.	All	Online	<a href="https://www.mariecurie.org.uk/help/support/coronavirus">https://www.mariecurie.org.uk/help/support/coronavirus</a>
<b>General Practice</b>	Advanced Care Planning	Support to create and updated Advanced Care Plans	All	GP in hours	Contact local GP
	General Practice Services	Provide advice and anticipatory medicines to manage patients. Video consultations. Early level support.	All	GP in hours	Contact local GP
	Verification of Death	Verifying expected deaths  (UPDATE TO FOLLOW)	All	GP in hours	Deaths being verified by the GP in the community.  For Care Homes with Telemedicine, contact Telemedicine in the first instance
<b>Croydon Health Services NHS Trust</b>	Community Nursing Services	Review patient guaranteed response within 2-4 hours if urgent.  PRN Charts Symptom control Syringe pump managements	Residential Homes Community	24/7	Referrals via SPOA 0208 274 6195 <a href="mailto:CH-tr.SPOA@nhs.net">CH-tr.SPOA@nhs.net</a>  All GPs have the referral form on their systems
	Community Nursing Services Verification of Death	Verification of death only possible for patients provided with care previously by the District Nurse	Residential Homes Community		Telemedicine first point of call for verification.  PATHWAY TO BE AGREED AT PROF CABINET
<b>Croydon GP Collaborative</b>	GP Out of Hours Service	Remote review (phone/video link), home visits only if	All Care Homes Community	18:30-08:00	Via 111 Via Telemedicine

		clinically necessary after triage by GP		Mon-Fri and all weekend	
	Rapid Response	Can give advice over the phone and via the Telemedicine laptop	All Care Homes Community	08:00-20:00 Mon-Fri  24hr on the weekends.	Via 111 Via Telemedicine 0208 274 6399/6974
	GP Out of Hours Verification of Death	Verifying expected deaths  AWAITING FORMAL GUIDANCE	All Care Homes Community	08:30-08:00 Mon-Fri  24hr on the weekend	Via 111 Via Telemedicine
	GP Out of Hours Prescribing	Prescribing and emergency medications as required	All Care Homes Community	18:30 – 08:00 Mon – Fri	Via 111 Via Telemedicine
<b>SWL CCG</b>	Medicines Management	Guidance for the ordering and supply of stock packs of anticipatory EOLC ORAL medicines pack for use in patient's/ care homes in Croydon	All	24hr	Procedure for the supply of EOLC ORAL medicines pack for use in patient's/ care homes in Croydon  <a href="https://www.swlmcg.nhs.uk/Clinical/Pages/COVID-19.aspx">https://www.swlmcg.nhs.uk/Clinical/Pages/COVID-19.aspx</a>
<b>NHSE</b>	24/7 Community Pharmacy	Access to end of life medicines  Common medicine supply  On-call service from home overnight	All	24/7	Croydon Community Pharmacy Out of Hours Service  Mayday Community Pharmacy 514 London Road, CR7 7HQ  Every day: 0900hrs to 2200hrs Tel: 020 8689 9345  Every night: 2200hrs to 0900hrs Tel: 07990 990 187

					<p>On-call pharmacist from home - call first to agree meeting on premises. <b><u>(Please note this number is not to be given to members of the public).</u></b></p> <p>Able to dispense FP10 prescriptions and accept prescriptions via EPS</p>
<b>Telemedicine</b>	Support	Virtual Support for End of Life care	All Care Homes with Telemedicine	24/7	Access via the Telemedicine Laptop
	Support of Verification of Death	For expected deaths, Care Homes should contact Telemedicine	All Care Homes with Telemedicine	24/7	Access via the Telemedicine Laptop.