

Referrals:

Requests for care will be made by District Nurses, GPs and other agreed Referrers to the the Provider's Referral Centre. The Provider's Referral Centre will confirm whether the Provider is able to fulfill the request at the point of initial referral.

Outside of hours, requests may be made directly to the Provider's Referral Centre.

Re-referrals must be made for each patient by the Referrer every 2 weeks to update any changes in need and to secure on-going patient care, subject to capacity of the Service

The Referrer remains the key-worker responsible for the patient's care planning at all times.

Patient Assessment: The Referring providers will ensure that (i) a Patient assessment - including risk assessment, care plan, medication, manual handling needs and appliances and equipment - is provided at initial Referral which is up to date and accurate (ii) any changes to the Patient's assessment are communicated to the Provider's Referral Centre. The assessment will be undertaken in accordance with the Provider's standard assessment specification. The Referring provider will ensure that the Referrer will provide a formal handover to the Provider's nursing staff prior to the visit. The Provider reserves the right not to provide the Service in the event that appropriate assessment is not completed or identifies unacceptable risks; this will be communicated by the Provider to the Referrer. In the event that the referring providers fail to comply with the obligations in this contract, Marie Curie reserves the right not to fulfill its obligations.

Out of hours: The Provider's nursing staff may seek support from the Commissioner's out of hours services e.g. GPs, 111, LAS, St. Christopher's Hospice, Community Nursing and Rapid Response etc. (where available) if required. The Referring provider will provide support or communicate that all support reasonably required is provided. In the event that the referring providers fail to comply with the obligations in this contract, Marie Curie reserves the right not to fulfill its obligations.

Service User Guide: Procedures defining the operational management of the Service are contained in the Standard Operating Procedure.

Provider Staff:

- The Service will be delivered by a Registered Nurse (RN) and/or Healthcare Assistants (HCA) with comprehensive training and current experience in "end of life" palliative care.
- The Provider will provide ongoing training, education, clinical and managerial support for its staff delivering the Service.
- The Provider supports its staff delivering the Service with a "Lone Worker" security system.