

Community Team




THE
PRINCESS ALICE
HOSPICE

Welcome to

The Community Team

The Princess Alice Hospice Community Team offer specialist advice and support to patients and their carers at home, in nursing or residential homes, hospitals or anywhere our expertise can be helpful. Our team offer help in dealing with physical, emotional, social or practical difficulties that people face when they have a life-limiting illness.

The Community Team provide a 24 hour on-call advice and support service, seven days a week.

The Princess Alice Hospice provides these services FREE OF CHARGE to any patient on referral.

▶ **Who is in the Community Team?**

The Princess Alice Hospice Community Team is a Specialist Palliative Care team. It comprises Princess Alice Nurses (all of whom are Clinical Nurse Specialists) and Doctors, who work in association with the Hospice multi-disciplinary team. The members of this team include Social Workers, Therapists and the Hospice Chaplain. The co-ordinator of the team is a Princess Alice Nurse.

▶ **Who is responsible for my care at home?**

Your own General Practitioner (GP) is responsible for your treatment and prescriptions when you are in your own home. The Princess Alice Nurse will have agreement to visit you and will be able to provide specialist advice and liaise with your GP and District Nurse.

▶ **How does the Community Team work?**

A Princess Alice Nurse (or Doctor) will usually

meet with you at home, but can see you at a clinic, hospital or at the Hospice, whichever arrangement suits you. This meeting will help you to get to know who is caring for you and the type of support available. Patients' needs may be connected to practical or emotional issues, as well as physical and medical problems.

We aim to help people be as independent as possible and advise on the choices available. Contact is made by telephone and visits are always planned. As far as possible, the same team members will be available to help you while we are involved in your care.

▶ **Does the Community Team provide home nursing?**

No. If you need nursing care at home this should be discussed with your local Community Services (District Nurses and Social Services) who will help you find suitable care. A Princess Alice Nurse will work closely with them and can arrange this care on your behalf.

▶ **Out-patient Clinic**

As an alternative to being seen at home, we may choose to review your care as an out-patient, either at your local hospital or the Hospice. If at the Hospice, we can arrange for you to be shown around to see the Day Hospice and In-Patient Unit.

▶ **What help is there for carers?**

Support and advice is available for carers from the Team. If clinically appropriate, you may be referred to our Day Hospice which can provide a break for carers. You are welcome to join our Carer Support Group which holds weekly meetings. Your Princess Alice Nurse can provide further information.

In an emergency you should contact your GP;
you can also contact your Princess Alice
Nurse or if out of hours the Princess Alice
Nurse on call. The Team offer visits between
09:00 – 17:00 and provide telephone
advice and support out of hours.

Your Princess Alice Nurse is:



The Community Team can be contacted
by telephone Monday through Friday
from 09:00 to 17:00
on **01372 461804**

In the evenings and at weekends
please call via **Careline**
on **0208 7449414**
(a telephone answering service)
and ask for the Princess Alice Nurse on call.



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Registered Charity No: 1010930