

# Information & Referral Guidance for Healthcare Professionals



**In-Patient Care | Day Services  
Bereavement Counselling & Family Support**

## **Who we are and what we do**

Willow Burn Hospice provides palliative and end of life care to people living in County Durham with a life-limiting illness and their families. We provide this within the scope of in-patient care, day services, family support and bereavement care and complementary therapies (as part of in-patient and day care service).

Our aim is to relieve physical and emotional distress, control symptoms and to provide care, comfort and compassion at end of life.

Our Nursing Team is supported by palliative care consultant, Annabelle Plymington and sessional GP with Specialist Interest – Dr Sara Colclough.

Our hospice is located in Lanchester County Durham and has been purpose-built to provide a homely, welcoming environment, placing significant emphasis on an individual's dignity, privacy and comfort.

Willow Burn Hospice is registered with the CQC for the treatment of disorder or injury within the hospice for adults with palliative and progressive health conditions.

Willow Burn provides care to Palliative and End of Life patients and their families in line with current National and Local policies and guidelines which encompasses NICE, Ambitions for Palliative Care strategy, Northern Clinical Network Palliative and EOL Guidelines. North Durham Integrated Care Board, Palliative and End of Life Care Steering Group, Leadership Alliance for the Care of Dying People – 'One Chance to get it Right' principles which include the 5 priorities: Recognising, Communicating, Involving, Planning and Supporting.

## **Facilities**

Café | Car Parking | Complementary Therapies as part of a care referral  
| Daily Newspaper | Day Centre  
Ensuite Bedrooms with television, dining area and private patio  
Gardens and Outdoor Seating Areas | Home Baking | Laundry Service  
On-Site Chef | Spa Bathroom | Visitors Lounge | Wi-Fi



Patient Bedroom



Day Centre

# Referrals for Willow Burn Hospice Services

## In-Patient Care

The referral needs to identify a need for specific palliative care input having considered resources that may be available locally to the patient. This includes patients with an advanced progressive illness with whom the referral has been discussed. The patient needs to require supervision from a registered nurse. The patient may have:

- Uncontrolled symptoms regardless of stage or outcome, psychological support needs, spiritual support needs, support to adapt to the limitations of their condition and maximise their quality of life, over and above that which can be managed by the team currently providing their care.
- The need for end of life care.
- The need for crisis respite care cannot be met by other services in his/ her local area.
- The need for crisis management/intervention
- The patient must be aged from 18 years for in –patient and day services. (Children and Young people can be referred to the out-patient Family Support Service.)
- The patient lives in County Durham and has a registered GP who will continue to provide medical cover\* while at the hospice for day and in-patient services.

\*for in-patients, for the purposes of issuing prescriptions and MCCD/review may require a video consultation.



1

### ENQUIRY



2

### REFERRAL

Must be made by a healthcare professional



3

### REQUIREMENT FROM REFERRER

- Prescription medication (7 days supply)
- Anticipatory medication (Red /MAR Kardex)
- DNACPR
- Discharge letter (if hospital referral)
- Other relevant requirements
- (dependent on individual patient)



4

### DECISION

Based on priority of need, bed availability, staffing and funding



**NO**  
Feedback to referrer

**YES**  
Contact with the referrer or ward

## In-Patient Wing Referral Route

## Day Services

The day service is nurse-led and the philosophy of care is to support people to 'live well with their illness'. Programmes provide appropriately focused sessions and social care which are designed to be responsive to patients' needs and wishes. Medical/allied professional services are not available in the day hospice, therefore not suitable for treatment and rehabilitation, however patient cases may be discussed at the GPSI MDT session held weekly and the GP/referrer contacted for onward/additional referral if required.

- The referral needs to identify a need for specific care for patients with a palliative/life limiting illness, having considered resources that may be available locally to the patient.
- The referral needs to be discussed and agreed with the patient. The patient needs to require supervision from a registered nurse.

## Family Support & Bereavement Services

Support is provided from diagnosis, pre-death, and post-death, continuing throughout the bereavement process. This support is offered to in-patients in the Helen McArdle Wing, day care clients and their families.

Support needs can be assessed from first contact with our services and at any point throughout the adult patient or family journey, including post-bereavement. Direct contact can be made with Willow Burn or referrals can be made by a GP, provided there is a bereavement link to the hospice.

Referrals will be accepted at any time for needs assessment; however, formal bereavement counselling will not commence until six months after the death to allow time for grieving and the opportunity to cope.

Please note that we are unable to accept external referrals for counselling for individuals without a bereavement linked to the hospice.

## Making a Referral

You can find our referral forms located on our website at:

[www.willowburnhospice.org.uk/information-for-healthcare-professionals](http://www.willowburnhospice.org.uk/information-for-healthcare-professionals)

Alternatively call us and ask to speak to the nurse on duty who will be able to help you: **01207 523 293**

## Willow Burn Hospice



01207 529 224



[info@willowburnhospice.org.uk](mailto:info@willowburnhospice.org.uk)

[www.willowburnhospice.org.uk](http://www.willowburnhospice.org.uk)



Willow Burn Hospice



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Willow Burn is a registered charity, number 519659 and registered as a company limited by guarantee in the name of Derwentside Hospice Care Foundation, number 2263960. Willow Burn is VAT registered, number 888918050.