

GP/district nurse contact number:

Out of hours contacts (8pm-8am):

Dorset district nurses: **0300 369 0530**

Hampshire district nurses out of hours: Ring **111**

24-hour specialist palliative care advice

Forest Holme Hospice on: **0300 019 8115**
(Poole, Wimborne, East Purbeck)

The Macmillan Unit on: **0300 019 5470**
(Bournemouth, Christchurch, and South Hampshire)

Patient Advice and Liaison Service (PALS)

PALS are here to help if you have any queries or concerns about care at the University Hospitals Dorset NHS Foundation Trust.

UHD PALS: 0300 019 8499

PALS are available Monday to Friday from 9.30 to 4pm.

If you call out-of-hours, please leave a message and a member of the PALS team will return your call as soon as possible.

The Royal Bournemouth Hospital,
Castle Lane East, Bournemouth, Dorset, BH7 7DW




Poole Hospital,
Longfleet Road, Poole, Dorset, BH15 2JB

Christchurch Hospital,
Fairmile Road, Christchurch, Dorset, BH23 2JX

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w: www.uhd.nhs.uk

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Ask, share and do what matters

Going home from hospital for end of life care




Information for patients, family, and friends

Royal Bournemouth Hospital: **01202 303626**

Poole Hospital: **01202 665511**

We are **caring** **one team** **listening to understand** **open and honest** **always improving** **inclusive**

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This leaflet is to support you, as a carer or family member, when someone important to you is being discharged from hospital to home and it is thought that they are likely to die soon. You will have been given a leaflet titled 'what to expect when someone important to you is dying' and this will help you prepare practically.

Who is involved in arranging discharge home?

It is important to recognise that even with an organised package of care to provide support at home, there will not usually be 24-hour care in your home. Sometimes the reality of caring for someone who is near the end of their life may feel too difficult. In this case alternatives can be considered such as a care home with nursing, or a hospice for people with more complex needs.

Things we will discuss with you and the person you are caring for are:

- support at home
- care available in the community on discharge
- equipment that might be needed
- medicines that will be prescribed and sent home
- what may happen if their condition changes suddenly
- please speak to the team on the ward if you have any questions, they are here to support you at this time.

How can I prepare myself?

Caring for someone who is dying can be difficult both physically and emotionally. We would encourage you to accept help from friends and family, such as prepared meals, transport, collecting medicines, or someone just to sit alongside your relative/friend.

What will I be given at the time of discharge?

You will be given:

- medicines including 'just in case' injectable medicines. a qualified health professional will administer these injections if or when required

- a community drug administration prescription chart
- a 'do not attempt cardiopulmonary resuscitation' (DNACPR) form
- contact numbers for district nursing teams

Who do I phone if they are in pain, distress. or their condition changes?

- District nurses would be the first option. Please be aware that there may be a wait due to location of staff/travel time. They will do their best to prioritise getting to your family member as soon as possible.
- The community specialist palliative care team may be able to give telephone advice in the interim.
- Please see the back page for contact details for 'out of hours' advice

What you need to do and what happens when your family member dies?

Please note - you do NOT need to telephone 999

In normal working hours you need to telephone the GP surgery to inform them that the person has died. This does not have to be done straight away, but sometime within the next few hours when you feel able to do so.

If the GP surgery is closed, you can either:

- A)** Please see the back page for contact details for 'out of hours' *or*
- B)** Telephone 111 (the out of hours GP service). You will need to tell the call handler that this is an expected death.

What happens next?

A healthcare professional who can verify that the person has died will come to the house. This may be a doctor, nurse, or a paramedic. It may be several hours before someone can come, so you may want to arrange for someone to be with you at this time.