

06 April 2020

Dear Care Home Manager,

**Re: Palliative Care advice for all Health Care Professionals within the Southern Health and Social Care Trust (SHSCT).**

The Community Specialist Palliative Care Service will extend their operational hours to provide specialist palliative care advice via a single point of contact from 9am to 10pm across 7 days per week including Bank Holidays to support all Health and Social Care Professionals and the Care Home sector across SHSCT.

The service will offer support and guidance via telephone and where possible use technology to conduct assessments via video.

The Community Specialist Palliative Care service will continue to accept referrals for complex Palliative Care needs, however these assessments will be conducted virtually and advice and support given to the referrer.

We do expect this small team to be stretched as we move from a service that was 9am-5pm Mon-Fri to 9am-10pm Mon-Sunday and are therefore only to offer this as advisory support via telephone.

**Criteria for contact:**

- Any Palliative Advice regarding a patient who is 18ys and over residing in the Southern Health and Social Care Trust
- Available for all Health and Social care Professionals within the SCHSCT
  - GP's
  - DN's
  - COVID Response Team
  - Community Staff
  - Acute Staff and
  - Care Home Sector.

**Operational hours for contact are 7 days 9am-10pm. 028 375 60592**

**This enhanced service will be available from Monday 06 April 2020.**

If you would like to contact the team based on this information, please contact **028 375 60592**. The Triage Nurse will discuss the case and agree the next steps.

If you would like any further information, please contact David Calvin, Specialist Community Palliative Care Service Lead (Macmillan) on email:

[David.calvin@southerntrust.hscni.net](mailto:David.calvin@southerntrust.hscni.net) or Tel: 07717517444

Yours sincerely,



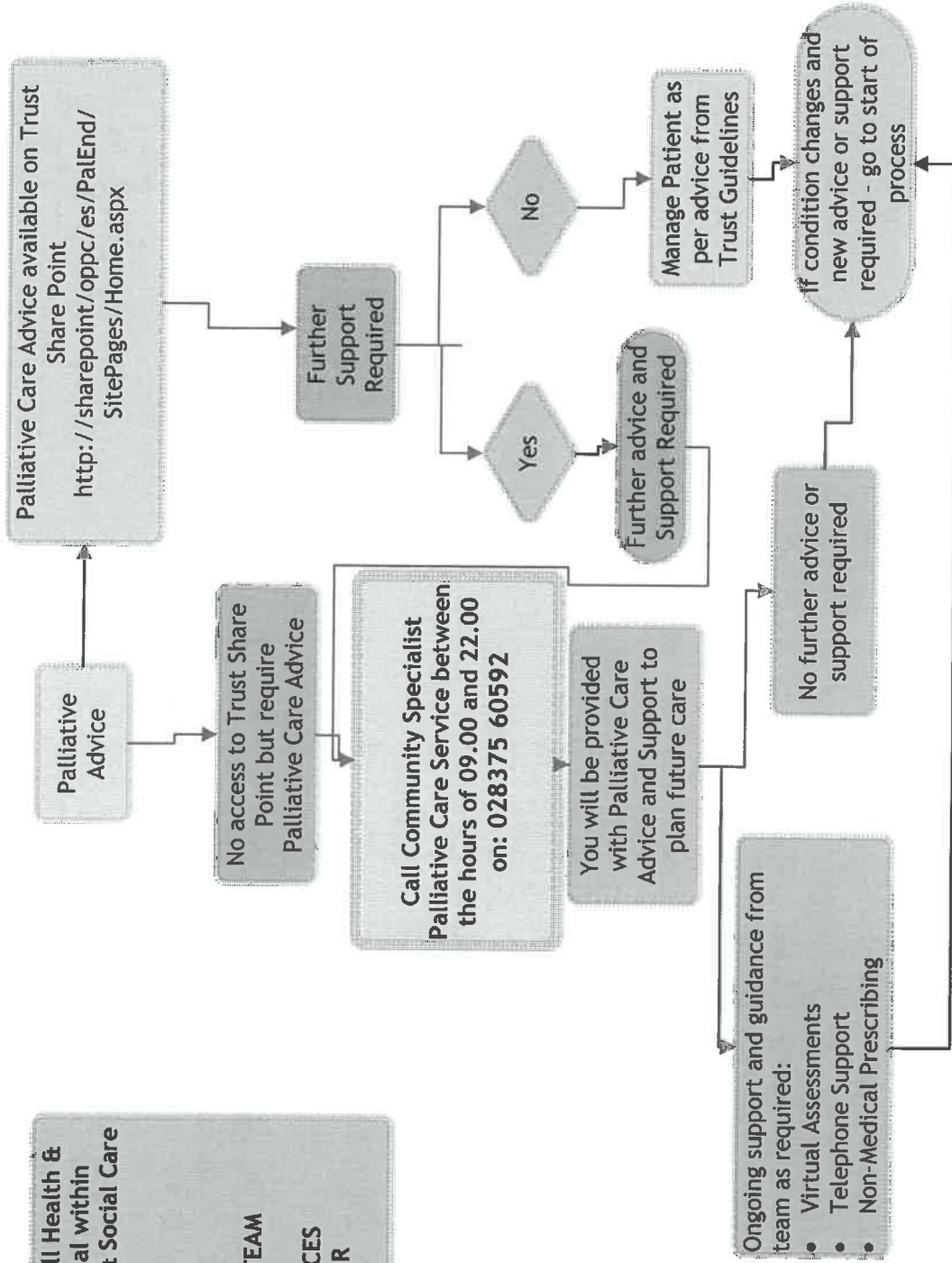
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**Brian Beattie**

**Interim Director of Older People and Primary Care**

**Palliative Care Service - Advice Helpline - April 2020**  
**Hours of Service: Monday to Sunday - 9am to 10pm 028375 60592**  
**Outside of these hours - please contact the Trust Urgent Out of Hours Service on 02838 399201**

- Service Available to All Health & Social Care Professional within the Southern Health & Social Care Trust:
- GP's
  - DISTRICT NURSING
  - COVID RESPONSE TEAM
  - ACUTE SERVICE
  - COMMUNITY SERVICES
  - CARE HOME SECTOR



Palliative Care Advice available on Trust Share Point  
<http://sharepoint/oppc/es/PalEnd/SitePages/Home.aspx>

