

QUEENSCOURT at HOME



INFORMATION FOR PATIENTS & FAMILIES

Tel: 01704 517929

July 2013
Review July 2014

What is Queenscourt at Home?

Queenscourt at Home (QatH) provides additional support for seriously ill patients who want to be cared for in their own homes. It is a service which works with, and alongside, the GP, District Nurse and existing community services to enhance what is currently available and not replace it.

Who is eligible to receive the service?

Those with far advanced, progressive and incurable illness, who will usually:-

- be on their GP practice's Gold Standards Framework or Supportive Care Register
- be receiving the Disability Living Allowance under the Special Rules (i.e. have had a DS1500 signed)
- have expressed their preferred place of care as 'home'
- be receiving care from their District Nurses
- have been referred to **QatH** by their GP/District Nurse

What does the QatH service consist of?

There are three elements to the service:-

Queenscourt Aides

These are specially trained healthcare assistants who will spend a period of time, providing care, in the home of a patient

Accompanied Transfer Home

A member of staff will accompany home a patient being discharged from Queenscourt and sometimes from hospital, and hand over in person to the District Nurse or community services who are to provide ongoing care

Crisis Intervention

In the event of a symptom control crisis occurring in someone who very much wants to stay at home, where the GP and the Queenscourt doctor feel it is appropriate, a multiprofessional team may spend a few hours in a patient's home trying to stabilise symptoms before handing care back to the primary care services.

What will a Queenscourt Aide (QA) need in my home?

Obviously it depends on how long a period of time the Queenscourt Aide (QA) is spending in your home. Unless it is a short visit to perform some specific function, it would be really helpful, particularly at night, if the QA had access to:

- a comfortable chair, in a warm room (it's easy to forget that heating is sometimes set to go off at night)
- a lamp by which to read and write
- a telephone landline for emergency calls only (in the event of mobile failure)
- a power point for charging mobile phone
- toilet and hand wash facilities
- tea or coffee making facilities
- a means of securing the home whilst inside it e.g. door locks

We would ask that there is no smoking in the room at the time of the visit. We would also ask that pets would be under control or kept out of the way.

What can I expect of the QA?

The **QA** will work to the District Nurse care plan and will perform whatever tasks have been agreed between you and the **QatH** Clinical Coordinators.

The **QA** will not smoke on duty, either inside or outside your home.

The **QA** will check with family about who and how to contact in the event of a change in condition, emergency etc.

The **QA** carries a lone worker tracker device which lets Queenscourt know where they are, and that they have arrived and left safely. In the event of any threat of danger they will be able to summon help, and the conversation may be recorded.

How long can I expect to receive a service?

The service is provided based on individual need and availability. The Clinical Coordinator and District Nurses will work together with you to continually assess the situation. It may, very occasionally, be necessary to withdraw the service but only after careful consideration and discussion with you and your family.

Who's who at Queenscourt at Home?

Core Team

Clinical Coordinator: Susan Williams

Deputy Clinical Coordinator: Sharon Cottam

Administration: Jane Stafford & Louise Quinn

How will Queenscourt know if I am happy with the service?

It is VERY important to know whether you are happy with the service you have received, whether you have found it helpful and what you feel we can do to improve our service to you. Please take this opportunity to tell us honestly what you think.

What if I have a problem?

We hope that our service will meet your needs but if it does not, rest assured, we want to know. In the first instance please speak with the person who is providing the service to you. If this does not resolve the problem please speak with one of the core team (01704 517929). If you still feel you have an unresolved issue, please discuss with

Mrs Helen Birch

Director of Nursing at Queenscourt Hospice
01704 517924

Complaints may also be made to:

Care Quality Commission

Citygate, Gallowgate
Newcastle on Tyne
NE1 4PA
0207 4489155

Will the QatH service continue?

Continuation depends on the feedback we receive and the value of this service to the whole community. We are dependent on receiving funding for this service to continue and continue to bid wherever we can for this.

Queenscourt at Home

Town Lane Southport PR8 6RE
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www.queenscourt.org.uk