

# Palliative Care Services across Wirral

Information for patients, families and carers



## What is palliative care?

If you have an illness that cannot be cured, palliative care makes you as comfortable as possible by looking after your symptoms. It offers help for your family and friends too.

## Who provides palliative care and what do they do?

In Wirral there are four organisations who can help with palliative care:

- Wirral Hospice St John's
- Wirral Community Health and Care NHS Foundation Trust
- Wirral University Teaching Hospital
- Claire House Children's Hospice

You can get advice by calling the Wirral Palliative Care Advice Line:

**0151 343 9529** - 24 hours a day / 365 days a year. Choose **option 1**.

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## Wirral Hospice St John's

Wirral Hospice St John's is at the Clatterbridge Hospital site.

Their services are:

### Wellbeing services

Helps you to cope with your illness with group sessions and activities.

### Outpatient services

An outpatient is someone who does not need to stay in hospital. This service can help you with talking about your condition, therapies that can help or advice on benefits.

### Inpatient Unit

An inpatient is someone who needs to stay in hospital. On the unit, you will be looked after by doctors, nurses and other health and social care staff.

### Hospice at Home

This service helps patients to stay at home in the final months and weeks of life.

### Support for families and friends

Support groups, therapies and counselling for friends and family. The bereavement service offers support for up to two years after death.

### How to get help from the hospice services

Please call your Community Nurse on **0151-514-2222 (option1)** or your GP can contact the hospice for you.

### Contact

Wirral Hospice St John's main reception:

Tel: **0151 334 2778** Monday to Friday 9.00am - 5.00pm.

### Outside of these hours please use:

Wirral Palliative Care Advice Line:

Tel: **0151 343 9529** 24 hours / 365 days a year (**option 1**).

Address:

Wirral Hospice St John's, Mount Road, Higher Bebington, Wirral CH63 6JE

Email: [Info@wirralhospice.org](mailto:Info@wirralhospice.org) - this email is monitored Monday to Friday, 9.00am - 5.00pm.

**Please do not use email for urgent requests about health care issues or appointments.**

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## Wirral Community Specialist Palliative Care Team - Macmillan

This service cares for patients with advanced disease. It makes sure people can be cared for where they would like to be.

### How to get help from the service

Any healthcare professional caring for you can refer you to the service. They provide care Monday - Sunday. This could be at your home, a clinic at Wirral Hospice St John's or over the telephone or on a smart phone or tablet.

More information is on their website [wchc.nhs.uk/services/specialist-palliative-care/](http://wchc.nhs.uk/services/specialist-palliative-care/)

### Contact

Tel: **0151 328 0481**

Monday to Friday 9.00am - 5.00pm (except Bank Holidays).

If you need to contact someone from the team at a weekend or bank holiday, you will need to be assessed by a clinician first, who will then contact the service for advice or to arrange for the service to contact you.

### Outside of these hours please use:

Wirral Palliative Care Advice Line:

Tel: **0151 343 9529** - 24 hours / 365 days a year

**Option 1** - Patient and Family Support - which will be answered by staff at Wirral Hospice St John's.

Address:

Wirral Hospice St John's, 2nd Floor, Mount Road, Higher Bebington, Wirral CH63 6JE

Email: [wcnt.macmillan@nhs.net](mailto:wcnt.macmillan@nhs.net) - this email is looked at Monday – Friday, 9.00am – 5.00pm. Please do not use email for urgent requests.

## Community and Night Nursing

Community Nursing supports you in your home (and sometimes care home) 24 hours a day, seven days per week.

### How to get help from the services

Please contact your GP for a referral into the service, or visit the website for a list of the contact numbers for each team: [www.wchc.nhs.uk/services/community-nursing/](http://www.wchc.nhs.uk/services/community-nursing/)

### Contact

Community Nursing can be contacted via **0151-514-2222 (option1)**.

The night service can be contacted between 5.00pm and 8.30am on weekends and bank holidays on **0151 514 2222 option 1**.

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## General Practitioner (GP)

Your GP can help with talking about your wishes for the future and your care, and can help to arrange care to make sure you are looked after by the right team.

## Hospital Supportive and Palliative Care Team

Provides special care for people who need it while they are in hospital and helps them decide about their future. The team also supports friends and family.

The Supportive Care Unit (SCU) is individual side rooms in Arrowe Park Hospital where your symptoms and quality of life are looked after.

### How to get help from the service

If you are in the hospital, you or your family can ask the ward team caring for you for a referral.

### Contact

The service is available seven days a week, including bank holidays, between 9.00am and 5.00pm. Whilst you are in hospital, you can contact the team by asking the ward nurse to call **0151 552 1892**.

## Claire House Children's Hospice

Claire House is a hospice that provides care for babies, children and young adults up to the age of 25, at home, the hospice or hospital.

### How to get help from the service

The patient, a parent or family member, or a professional can all refer. Fill in the referral form on the website below or contact the Hospice referrals team via the number below.

Further information on services you can access from the hospice can be found at [www.clairehouse.org.uk](http://www.clairehouse.org.uk)

### Contact

During office hours, call **0151 334 4626** and ask to speak to one of the referrals team. For urgent referrals, call **0151 334 4626** and ask to speak to the palliative care nurse on call.

Email: [clairehouse.referrals@nhs.net](mailto:clairehouse.referrals@nhs.net)

Address:

Claire House Children's Hospice, Clatterbridge Road, Bebington, Wirral, CH63 4JD.

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