



St Joseph's Ward

Criteria for Referral

St Margaret of Scotland Hospice, founded by the Sisters of Charity in 1950, is at the heart of the Community providing wholeness of care for both body and Spirit.

Philosophy

St Joseph's Ward is a Specialist Palliative Care Unit for patients with advanced life-limiting illnesses requiring assessment and management of complex pain and symptoms and complex psychological, social and spiritual needs. In order to meet these needs, patients will require the input of the multi-disciplinary team. Patients may be referred to the Hospice under the following Criteria:

- The patient has consented to the referral
- The patient has an advanced life limiting illness with
- Complex holistic symptoms affecting physical, emotional, social and spiritual wellbeing

Patients may be admitted for:

- Holistic symptom assessment and management e.g. pain, emotional distress or anxiety
- Holistic rehabilitation
- End of life care
- Clinical interventions e.g. blood transfusion and bisphosphonate infusions

Care provision is holistic, taking account of the uniqueness of the individual and the spiritual, physical psychological and social needs of both patients and their families/carers. A multi-disciplinary team approach to providing care is taken within the Hospice. The multi-disciplinary team comprises of a Consultant, medical and nursing staff, Physiotherapist and Occupational Therapists, counsellors, a Pastoral Care team and Social Worker.

Aim of the Service

Following assessment by appropriate members of the multi-disciplinary team, a plan of care is formulated in conjunction with the patient and family/carer. This plan is regularly monitored and reviewed. The aim of the care is to maximise the quality of the patient's life and provide rehabilitation within the limits imposed by the patient's illness. It is hoped this will be achieved by effective pain and symptom management and attention to the psychological, social and spiritual well-being of patients and their family/carers.

Mode of Referral

Referrals are accepted from Health/Social Care Professionals using the Hospice referral form, provided the patient has consented and has Specialist Palliative Care needs. Referral forms may be e-mailed, posted or faxed. Urgent referrals are accepted by telephone, followed by a faxed referral form. The referral form can be downloaded from the web-site. Completed forms can be e-mailed to referrals@smh.org.uk or faxed to the secure line on 0141-951-4206. Please ensure adherence to NHS MEL Guidelines 1997 on faxing confidential information.

Referrals are regularly reviewed by members of the multi-disciplinary team and prioritised according to need. Where possible, contact is made with the referrer within two working days of receipt of referral and the referrer is informed of the outcome of the referral within two working days of its acknowledgement.

Acceptance of a patient for admission depends on patient need, bed availability and Hospice resources. In a few circumstances it may be necessary for the Hospice Consultant/Physician or

Clinical Nurse Specialist to assess the referred patient at home or in the local hospital, prior to deciding if the referral is appropriate. Ultimately it is the Hospice Consultant/Physician who is responsible for the admission and discharge of patients, in collaboration with nursing staff and other members of the multi-disciplinary team

Arrangements for Admission

A member of the senior management team liaises with the referrer and sets a date for admission. It is the responsibility of the referrer to arrange transportation of the patient to the Hospice. Patients and family/carers may visit the Hospice prior to admission. However, a prior appointment must be made.

Arrangements for Discharge

Many patients return home from the Hospice following a short admission. In order to ensure good discharge planning, Hospice staff may require to liaise with the patient's General Practitioner, Community Nurse or Social services to ensure all

necessary services are in place prior to the patient returning home. If necessary, and with the patient's consent, a Case Conference may be arranged to further facilitate this process.

Communication with Family/Carers/ Friends

In order that patients may receive incoming telephone calls, relatives/carers are provided with a direct number to contact the patient.

Communication by e-mail can be arranged by request of the Nurse in Charge.

The direct telephone number to St Joseph's Ward is 0141-435 7011

How You Can Help Us Improve Our Service

We welcome comments regarding the service we provide and will use them to help improve our service. If you have any comments or are unhappy with the service, please let us know. We can put it right. Please telephone or write to:

Director of Clinical Services
St Margaret of Scotland Hospice
East Barns Street
Clydebank
G81 1EG
Tel: 0141 435 7025

Should you complain, we will:

- Reply to your complaint within seven working days of receiving it
- Inform you if we cannot deal fully with your complaint within seven working days, explaining why and indicating when you may expect a full reply.

If you are not satisfied with the response to your complaint, you can telephone or write to the Hospice Administrator or Chief Executive, at the address above.

We will regularly ask patients, relatives and carers what they think of our service by completing our user satisfaction questionnaire, and act on what they tell us.

Regulation of Care

If you are dissatisfied with the service, you may complain directly to Healthcare Improvement Scotland:

Tracy Birch - Programme Manager
Independent Healthcare
Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh EH12 9EB

Email: tracy.birch@nhs.net
Telephone: 0131 623 4701

Contact

Direct Line:	0141 435 7011 (St Joseph's Ward)
Reception:	0141 952 1141
Fax:	0141 951 4206
Email:	office@smh.org.uk
Website:	www.smh.org.uk