

# Advice Notes for Referral to Dougie Mac Hospice Adult Services

Referrals can be made by any Healthcare Professional (Doctor, CNS, DN, AHP, Nursing Home Nurse) which allows us to gather key clinical information from the beginning. However, we do also have a self-referral route where referrals can be made by the patient, their carer or a loved one. If you wish to discuss a referral, please contact our 24 hour Advice Line on 01782 344300

## Eligibility Criteria for Referral

The patient is over 18 years of age and has active, progressive and usually advanced disease for whom the prognosis is limited and the focus of care is quality of life. This includes patients with both malignant and non-malignant diseases.

Our Dementia Services offers support to patient and their carers within all stages of the disease.

**Prior to referral, patients with mental capacity must have given their consent.**

Referrals for patients who lack capacity must be made in their best interests and the decision clearly documented in their care record.

### Specialist Palliative Care

#### Reasons for referral to Community Specialist Palliative Care

- Uncontrolled or complicated symptoms
- Assessment for a hospice admission (inpatient bed) for patients who are currently in the community.
- To support with concerns, aspects surrounding the last days of life
- Complex social or family issues
- Support with advance decision making.

### Inpatient Unit

#### Reasons for Referral to the Inpatient Unit

*(Patients will be assessed by a Palliative Care Nurse prior to a bed being offered)*

Referral can be made for one or more of the following reasons:

- Complex symptoms management which may include physical, psychological, spiritual or social needs
- Care of the dying patient.

#### The hospice Inpatient unit is unable to provide services for patients whose:

- Conditions are stable; do not require specialist palliative care input and whose needs are mainly social in nature
- Current clinical problems are not related to their life-limiting condition
- Clinical needs would be best met in the acute setting e.g. neutropenic sepsis.

### Patients who live in Care Homes

#### Reasons for referrals to the Care Home Service

- Uncontrolled or complicated symptoms
- To support with concerns, aspects surrounding the last days of life
- To support with advance decisions.

### Support for Dementia patients and their Carers

Dougie Mac offers support to patient in all stages of dementia. Our **Dementia Services** component focuses on living well for those in the early, mild, moderate stages and will lean on our **Admiral Nurse Service** for complexities during the advanced stages.

#### Dementia Services

##### Reasons for referral

- Carer training
- Form filling
- Carer and Family support and advice
- To support with Advance Decisions and future planning
- Social interaction and group support
- 1:1 Support
- Admiral Nurse Service
  - The provision of emotional support and information to families and care givers on what to expect during the advanced stages of dementia including the last days of life
  - Uncontrolled or complicated symptoms in advanced dementia
  - Complex family dynamics that impact on the person living with advanced dementia.

### Wellbeing Services

#### Reasons for referral to the Wellbeing Service

- Patient and Carer Living Well support groups
- Counselling and emotional support for adults, children and young people
- Physiotherapy support
- Memory work
- Future Care Planning (FCP)
- Complementary therapy
- Spiritual care and support
- Bereavement support and groups for adults, children and young people.

## URGENT REFERRALS

Can be made by telephone 01782 344300 for immediate advice and then a referral submitted through our online referral form: [www.dougiemac.org.uk/referrals](http://www.dougiemac.org.uk/referrals). **Urgent referrals will be contacted on the same day if appropriate.**

## REFERRAL FORM

We'd encourage you to complete our online referral form but alternatively it can be downloaded from [www.dougiemac.org.uk/referrals](http://www.dougiemac.org.uk/referrals) or by contacting our Administration Team on 01782 344300.

**All referrals will be triaged by telephone to make sure that patients are seen at the right time in the right place by the right person.**