

Mary Ann Evans Hospice

South Warwickshire
NHS Foundation Trust



Rapid Response at night End of Life Care Service

For people living in North Warwickshire

Direct number: 10pm – 08.00am

07584 557366

**Information for
Patients and Carers**

What is the Rapid Response Service?

The rapid response service can provide care and support for you when you need help, advice or are experiencing a difficult time. We do this so you can stay in your own home or care home rather than going into hospital if this is your wish.

Often, people need quick access to a team that can support them, assess their needs and provide the care required.

The service is available between the hours of 10pm - 8am for anyone who is known to be approaching the end of their life.

Who are we?

A team of Registered Nurses and Senior Health Care Assistants will provide the service.

All of the team will have experience and training in caring for people approaching the end of their lives.

South Warwickshire NHS Foundation Trust and Mary Ann Evans Hospice are working together to provide this caring and supportive service.

Who can contact us?

Our direct mobile number will be made available to people in their own home that are known to be approaching the end of their lives – this includes care homes. This means that patients or their carers can call us directly.

The contact number will also be shared with GPs, community health services, ambulance crews, out-of-hours medical services and local hospitals' emergency departments.

How we can help you?

We are able to help you by

- Visiting you at home to provide advice on physical symptoms e.g. pain and sickness, and giving injections to ease these problems if needed.
- Providing emotional support for you and your family.
- Enabling you to remain at home if this is your wish and your family's too.

Equality Statement

At South Warwickshire NHS Foundation Trust we are fully committed to quality and diversity, both as an employer and as a service provider. We have a policy statement in our Equality Strategy that clearly outlines our commitment to equality for service users, patients and staff:

- You and your family have the right to be treated fairly and be routinely involved in decisions about your treatment and care. You can expect to be treated with dignity and respect. You will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation
- You have a responsibility to treat other service users, patients and or staff with dignity and respect

Our information for patients can also be made available in other languages, Braille, audio tape, disc or in large print.

PALS

We offer a Patient Advice Liaison Service (PALS). This is a confidential service for families to help with any questions or concerns about local health services.

You can contact the service by the direct telephone line on 01926 600054, by email: Pals@swft.nhs.uk or by calling in person to the PALS office which is located in the Lakin Road entrance to the hospital.

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