



GIG  
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WALES

Bwrdd Iechyd Prifysgol  
Aneurin Bevan  
University Health Board

## Specialist Hospital Palliative Care Team



## Information for Patients and Carers

### OUR ROLE

We are a multi-professional team, working in an advisory capacity across all the acute hospital sites in Aneurin Bevan University Health Board. Our aim is to provide a service that improves patient quality of life, facilitates patient choice, and treats all individuals with dignity and respect.

The team can:

- Advise ward teams about the treatment of complex symptoms related to an illness (e.g. pain, sickness, breathlessness, etc).
- Provide emotional support.
- Support complex discharge planning.
- Refer to agencies for benefits advice.
- Liaise with other professionals who may be able to help you, for example:
  - Community Palliative Care Teams
  - Physiotherapist
  - Dietician
  - Social Worker
  - Occupational Therapist
  - GP & Community Nursing Service
  - Voluntary Organisations

Chaplain

### COMPLEMENTARY THERAPIES

There are Health Care Support Workers within the team who are able to provide complementary therapies to palliative care patients during their stay in hospital. *This applies to patients identified by the Palliative Care nursing or medical teams, following referral from the ward teams.* Services which can be provided are:

- Aromatherapy
- Indian Head Massage
- Massage
- Reiki
- Relaxation and Anxiety Management

- Tai Chi
- The M Technique

For further information relating to these services, please ask a member of the team for a copy of our complementary therapy information leaflet.

## **REFERRALS TO THE SERVICE**

***The palliative care team provides specialist care for people who have illnesses that can't be cured. Our aim is to support you and your family, improve your quality of life and make you as comfortable as possible. The team is made up of a specialist doctor and nursing team who provide an advisory service and work alongside the multi-professional team looking after you.***

To refer to our team, the patient's medical team must complete the e-referral form and include relevant information as required.

Whilst we do not take over care co-ordination, we work closely with the medical and nursing teams and other professionals. We may not need to be involved for the duration of the admission.

## **CONTACT NUMBERS**

### **Hospital Teams (Monday to Friday 9.00am to 5.00pm)**

Royal Gwent Hospital	01633 234934
Nevill Hall Hospital	01873 732777
Ysbyty Ystrad Fawr	01443 802232
Grange University Hospital	01633 234934

*Out of hours services for the Palliative Care team are available and accessed via a Health Care professional.*

### **Hospice/Community Palliative Care Teams**

St David's Hospice Care	01633 851051
St David's In-Patient Unit/ Out of Hours Nurse	01633 973980
Hospice of the Valleys	01495 717277
MacMillan Nurses (Powys)	01874 712445
OOH Powys (Shropdoc)	01743 454912

### **NHS Direct - 111**

When dialling 111, for patients in their last days/weeks of life who require urgent care pressing 0 will help patients and carers have their call answered more quickly. NB: Contact should be made with your Palliative Care team in the first instance.

## **WE WELCOME YOUR VIEWS!**

It is always helpful to hear what patients and their families think of the palliative care service they have received from our team.

Please see below a QR code for a national palliative care survey. Please could we kindly ask you to complete the survey, but please note when filling this in, it is about the palliative care service, not your ward care.

Thank you!

**This document is available in Welsh**

