How to refer

The preferred route for clinical referrals to the Solas Community Specialist Palliative Care Nurses is through SCI gateway.

For those that do not have access to SCI gateway a paper referral form can either be faxed to the hospice or completed electronically and sent securely via NHS mail to AA-UHB.AyrshireHospiceReferral@nhs.net The paper form can either be found on NHS Ayrshire & Arran’s intranet “Athena” or can be obtained by contacting the hospice or visiting our website.

The referral form must be completed in full to allow us to provide an efficient and focused service to the patient. Please ensure patients have had recent bloods taken.

New referrals received are discussed daily but would need to be received by the medical secretaries by 4pm at the latest.

For further information contact Margaret Cassidy at Solas, Ayrshire Hospice, 35 Racecourse Road, Ayr, Ayrshire, KA7 2TG. Tel: 01292 269200, Email: Margaret.cassidy@ayrshirehospice.org

Information on the full range of Solas services can be found on our website at www.ayrshirehospice.org

The full range of Solas information leaflets for referrers is as follows:

- Our range of services
- Community Specialist Palliative Care Nursing Team
- Respite and response service
- Day services
- Medical outpatients
- Family care
- Support for children and young people
- Physiotherapy and occupational therapy groups
- Lymphoedema service

For copies please contact 01292 269200 or download them from www.ayrshirehospice.org

This leaflet can be made available in audio format, large print and other languages on request.
Solas is the collective name for community and day services at the Ayrshire Hospice.

Solas provides physical, practical, emotional and spiritual support to patients with a life-limiting illness through a wide range of services that are tailored to the individual needs of the patient.

We provide care in a variety of places – at home, in other community settings or in our day services centre, offering a unique and safe place for our patients to relax and be themselves.

Solas care is holistic: from clinical assessment and advice, to therapy groups and peer support, our patients benefit in many different ways.

We also recognise the importance of family members and carers to our patients. We offer a range of services that will allow carers time-out and peace of mind, as well as practical and emotional support.

At Solas we are a team. A team that aims to make today matter.

An important piece in the jigsaw

Community Specialist Palliative Care Nurses (SPCN) have a key role in communicating and liaising with primary and secondary care colleagues. The team consists of nine specialist palliative care nurses and two staff nurses who cover Ayrshire and Arran. Each SPCN is responsible for managing a caseload within a geographical area. The role is an advisory and supportive one.

Our team are available Monday to Friday 9am-5pm. Out of hours advice can be obtained by contacting the in-patient unit at the Ayrshire Hospice on 01292 269200.

The Community Specialist Palliative Care Nurses offer advice and support to patients and their families or carers at home, in care homes or community hospitals. We also offer advice and support to the primary care team and community hospital teams. This advice and support could be at time of diagnosis or at any point during and throughout a patient’s illness.

We undertake a holistic assessment to identify the individualised needs of our patients and their families. This may include:

- Management of physical symptoms
- Emotional and spiritual support
- Advice and support
- Anticipatory care
- Support for family or carer
- Education – informal and formal
- Referral for hospice multi-professional input including:
  - Day services
  - Therapy groups
  - Medical review and outpatient clinic
  - In-patient care
  - Respite and response service
  - Family care

External referrers may also refer to any of the above services with the exception of our respite and response service.

Betty’s story

Betty was referred to the specialist palliative care nurse (SPCN) by her hospital-based clinical nurse specialist. They felt we could help Betty with management of her facial pain as well as the psychological and spiritual distress she was experiencing from her changing body image.

Initially the SPCN visited Betty at home weekly, for pain assessment. As this resolved, Betty’s social isolation was increasing as her body image changed.

The SPCN suggested attending the drop in café on a Wednesday at Solas to dispel her fear of attending the hospice. This successful non-threatening visit led to a day services referral and Betty attended weekly benefiting from peer support, art group attendance and our Simply For You classes.

As Betty’s condition changed and she was unable to attend day services, the respite and response service visited at home providing respite, pampering and psychological support.

The SPCN resumed visits due to Betty’s deterioration and in conjunction with the primary care team arranged anticipatory prescribing. This allowed Betty to remain at home for end of life care, which was her and her family’s wishes.