What is the community Specialist Palliative Care Service?
The role of the community Specialist Palliative Care Service is to help patients to maintain the best possible quality of life. We are a nurse led service that provides expert advice and support to patients and carers who are experiencing complex problems.

Our aim is to help to manage physical symptoms and offer emotional, spiritual and social support. If you have problems with symptoms we aim to try and alleviate them where possible. We also aim to reduce any worries you may have.

The team is a resource within the community and work closely with district nurses and other health professionals. The team works collaboratively with palliative care consultants at local hospitals and hospices, and can support joint visits if required.

The key worker for your care is your district nurse.

If however, you require specialist support your district nurse, GP or hospital team will ask us to visit you. Our team have close links with local hospices and hospitals and we are able to access the services they provide.

What can you expect?
We will arrange to visit you with your district nurse and together we will plan your care.

We will liaise with other professionals involved in your care and may make referrals to other services where appropriate.
**How will you benefit?**

- We may be able to prevent you from unnecessary hospital admissions
- We can access wider health care teams and therefore can facilitate speedier admission to hospices
- We have expert knowledge around cancer and other life limiting diseases and ensuring appropriate specialist intervention is provided.

**What treatment is provided?**

- Pain and symptom management
- Psychological, psychosocial and spiritual support
- Facilitating and promoting preferred priorities of care and advance care planning.

**How to contact us**

If you feel you need support from our team please ask your district nurse to make a referral to the community specialist palliative care service. If you do not already have a district nurse involved in your care, please ask your doctor or hospital team to refer you to the district nursing service and the specialist palliative care service.

The service can be contacted Monday to Friday 8.30am to 5pm.
Telephone: 0151 295 3676

Outside these times an answerphone is in operation.

Your district nursing service is available 24 hours a day seven days per week. During weekends and bank holidays, your district nurse can access our service.
Our patients matter
Mersey Care NHS Foundation Trust listens and responds to patients and their carers to help improve the services we deliver.

If you have any comments, compliments or concerns you can speak with a member of staff or contact our Patient Advice and Liaison Service (PALS) and Complaints Team

Telephone: 0151 471 2377 or Freephone: 0800 328 2941
Email: palsandcomplaints@merseycare.nhs.uk

To request the leaflet in an alternative format or language please contact the Equality and Diversity Team.

Telephone: 0151 472 4758
Email: equality2@merseycare.nhs.uk

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