

ACCORD HOSPICE

Registered Charity No SC013682



Community Palliative Care

**Information
For
Patients & Relatives**

The Community Specialist Palliative Care Team

The team consists of five Clinical Nurse Specialists, (CNS) employed by and based at ACCORD Hospice in Paisley.

In addition to being Registered Nurses the team hold degrees and have undergone further specialist nurse training in Cancer / Palliative Care.

Each CNS is attached to several different groups of General Practitioners within Renfrewshire and some districts of East Renfrewshire with a population of over 200,000.

You may be referred to us by your own Doctor, District Nurse, Hospital Nurse or Consultant.

How Can We Help You?

We will work closely with your own GP and other healthcare staff to support you. We will visit you at home and take the time to listen to you, your family and carers about any concerns or worries you may have.

We offer support, advice and information on:

- Pain control
- Help with other symptoms such as nausea or constipation, breathlessness, weakness
- Services which may be provided from ACCORD Hospice e.g. Day Hospice, Physiotherapy / OT

Our Hours Of Work

**Monday to Friday
8.30am - 4.30pm**

How Often Will We Visit You?

Following an assessment visit, your CNS will discuss your needs with you. For some people one visit may be enough but for others, several may be more helpful.

If you need to contact your CNS before the first visit, please do not hesitate to do so. Use either of the numbers given in this leaflet.

Due to current Health & Safety legislation and the risks associated with passive smoking, we would ask you not to smoke during our visits.

How Will You Recognise Us?

We do not wear uniforms, - just normal everyday clothing. However we do carry photo identity badges and you will be shown this on our arrival at your home.

You do not need to prepare anything for our visit but you may find it useful to write down any question or worries you may have that you wish to talk about and have all your medicines to hand for us.

General Information

If you are experiencing a medical problem it is important that you contact your own GP for advice first.

You or you family may also wish to telephone the 24 hour nursing advice line at ACCORD Hospice:

0141 581 2000

Please note this is the main number and at night nursing staff may take a few minutes to answer this.

If you should need to cancel a visit please telephone our Reception desk on the above number as soon as possible.

Suggestions Comments & Complaints

If you have any suggestions, comments or complaints about how the service can be improved, please speak to a member of staff

If you are not satisfied with the response, please discuss your concerns directly with the Chief Executive at ACCORD Hospice:

Mrs. Helen Simpson
0141 581 2000

Should you feel that your complaint has not been resolved by ACCORD Hospice, you may contact Healthcare Improvement Scotland (HIS) directly, at any stage:

Adrian Masson
Head of Corporate Services
Healthcare Improvement Scotland
Elliott House
8 - 10 Hillside Crescent
EDINBURGH
EH7 5EA

Telephone: 0131 623 4300
Email: adrian.masson@nhs.net

**If required this leaflet is available in
other languages & formats**

