

### When can I call?

You can call any time. The Palliative Care Hub runs 24 hours a day, but if the Hub is busy or unavailable for any reason, your call will be redirected and answered by NHS 111. Calls to the service are free of charge.

### Is this only for people over a certain age?

The Palliative Care Hub is available to all adults aged 18 and over, across Cambridgeshire, Peterborough and Royston.

### Is the service only for people with cancer?

The service supports those who have been diagnosed with a progressive or life-limiting illness, their loved ones and carers. This can include dementia, heart failure, respiratory failure, neurological conditions, and more.

### Equity and equality:

The Palliative Care Hub is available to anyone who needs to access support and advice in the community, when living with a progressive disease.

Scanning this QR code will take you to the website page of the Hub, which includes detailed information about the service.



# Palliative Care Hub: information for patients, carers, family members and friends

To contact us please dial 111,  
then choose option 4.

This leaflet is also available in  
other languages, large print,  
easy read and audio format  
upon request.

## Contact details

**Palliative Care Hub**  
dial 111 choose option 4

**Arthur Rank Hospice Charity**  
[arhc.org.uk/contact-us/](http://arhc.org.uk/contact-us/)  
Switchboard number: 01223 675777

**Sue Ryder Thorpe Hall Hospice**  
[www.sueryder.org/](http://www.sueryder.org/)  
Switchboard number: 01733 225900

**Cambridgeshire & Peterborough  
Integrated Care System**  
[www.cpics.org.uk/contact-us/](http://www.cpics.org.uk/contact-us/)  
Switchboard: 0800 279 2535



The Palliative Care Hub is here to help people facing life-limiting illnesses, their family and friends, and health and social care professionals access the support they need, when they need it.

### **What does palliative care mean?**

Palliative care describes the support and guidance that people with an incurable condition can access. It is provided to help guide them and their family and friends with ongoing treatment, symptom management and any care needs. It also helps focus on the needs and wishes of the individual, when they are at the end of their life. Palliative care which can also be called 'supportive care', is managed by specialists, enables people to feel heard, and to guide appropriate discussions.

It may include:

- Managing symptoms that affect physical health such as pain, fatigue or breathlessness.
- Ongoing psychological, emotional and spiritual support including faith and beliefs.
- Practical care including physical needs like dressing, washing, and managing dietary intake.
- Guidance and support for family and friends including coping with what to expect.

Palliative care is to enable people to live well for the rest of their life, with an emphasis on their priorities for care to the very end of their life and beyond. Palliative care is often thought to be about caring for the dying, but it is also focused on making each person's wishes through holistic, patient-centred care.

A diagnosis of a limiting illness means that some people can live well for many years, and others may live a much shorter time. Other descriptions for palliative care include 'terminal' or 'advanced disease' and as these words suggest, it is also important to consider what you want to happen next, and in the future; this is called Advanced Care Planning.

### **How can this service help me?**

The Palliative Care Hub offers support and guidance. All the nurses on the call-line, are specialists in palliative care and are here to help with advice on matters such as symptom management and quality of life. The Hub will signpost you to community services that are available. Most importantly, the Hub nurses are also at the end of the phone to listen, and support you when needed.

### **Where is this service available?**

The service is for anyone living in Cambridgeshire, Peterborough and Royston including The Fens, Huntingdonshire and Wisbech.

### **What can I call about?**

The Hub nurses are here to discuss anything that is causing you concern or worry. Please do not hesitate to contact the Hub if you need to talk to someone. If they cannot directly help you, you will be signposted to an appropriate service.

### **I am a family member/friend/carer, can I call?**

The service is available for patients and also anyone who has contact with, or is supporting someone who has a palliative condition, including loved ones, and health and social care professionals.

### **Is this service available if I don't receive care at a hospice?**

You do not have to be under the care of a hospice team to be able to access the Palliative Care Hub. If you do contact the Hub, your needs will be assessed by a nurse; any referral to a hospice would be carefully considered and agreed with you, or someone able to do this for you, if you are unwell. The Hub is a phone service providing a gateway to other support, including possible hospice care if this is needed.

