Community Team
What happens after I am referred?

You are usually referred by your GP or Hospital Consultant, but any healthcare professional can refer you to St Barnabas House.

After you have been referred, a member of the Community Team will contact you to arrange a meeting, which will last about one hour. This gives us the opportunity to find out how your illness is affecting you and those close to you. We will also provide information about other hospice services available to you.

You will be allocated the nurse who works with your GP surgery, and who will aim to give you continuity of care. However, the nurses work together in small teams and you may work with another team nurse at times.

The amount of contact you have with the Community Team will vary depending upon what needs you have. We are not able to routinely visit on a daily basis, but if there are complex unstable symptoms, contact will be frequent. The nurse will agree with you the level of contact required.

One of our community palliative care doctors can see you at home, or at the hospice, if a medical review is required.
Who are the St Barnabas House Community Team?

We are a team of nurse specialists and doctors who work alongside your GP and District Nurse (DN), and other healthcare professionals involved in your care, to provide a high quality service to assist you in managing symptoms and supporting psychological and emotional needs that may occur as a result of your illness.

We are employed by and are based at St Barnabas House. We are not funded by Macmillan Cancer Support, but we provide a very similar service.

We are supported by the Clinical Admin Team who co-ordinate our administration. When you telephone us, the Admin Team will usually be your first point of contact with the Community Team.

The Community Team can see you at the hospice for appointments. Alternatively, should you be unable to travel to the hospice we can visit you at home, in a rest or nursing home, or in a local community hospital.

We work 8.30am to 5pm Monday to Friday and 9am to 5pm at weekends and Bank Holidays.
What can I expect from the Community Team?

The Community Team can offer:

- Advice and support about managing your symptoms
- Emotional support for you and those close to you
- Help planning your future wishes regarding your care or treatment

We can refer you to other members of the hospice team, including:

1. Family Support Team
2. Chaplain
3. Day Hospice
4. Physiotherapist
5. Hospice at Home Team.

The team can facilitate admission to the hospice for:

- symptom management
- respite care
- end of life care

Discussions and support regarding Advanced Care Planning.

We can liaise with others involved in your care, including the Hospital Palliative Care Team (HPCT), if you are admitted to Worthing Hospital for symptoms related to your illness.

Your relatives may telephone the hospital directly if they need up to date information on 01903 205111, whilst you are an In-patient at the hospital, as we do not always have access to this information.

The photographs contained in this publication were taken by our Day Hospice patients as part of a project with our artist-in-residence.
We do not provide direct care, this can be arranged through your District Nurse, who we work with closely. Alternatively you can telephone One Call on 01903 254789.

We do not provide wheelchairs and other equipment. You can access information about this through your DN or you can call:

- Crossroads Caring for Carers on 01903 790270
- British Red Cross Society for Wheelchairs on 01903 207191

We do not provide a shopping or cleaning service.

We do not prescribe medications – this will still be done by your GP and we cannot request repeat prescriptions.
How do I contact the Community team?

You can telephone the Community Team on 01903 706350, 8.30am to 5pm, 7 days a week (including Bank Holidays) if you need symptom control advice or support from a member of the Community Team. If the nurse is not available please leave a message with one of our Admin Team (or on the answerphone) stating your name, telephone number and a brief message. One of the nurses will return your call at the earliest opportunity.

You can also telephone ECHO on 01903 254789 for any other advice/support 24 hours a day.

Please note the hospice does not provide an emergency service.

Complaints, concerns and feedback

In order to continually review and improve the service we offer, we would welcome your views and feedback. Whilst we aim to provide an excellent service, we recognise that sometimes things can go wrong. If you wish to make a formal complaint you can do so by contacting:

Hugh Lowson, Chief Executive
St Barnabas House, Titnore Lane, Worthing, West Sussex, BN12 6NZ
Email: h.lowson@stbh.org.uk