



WHAT MATTERS?

Vol 1 – Summer 2021

A NEWSLETTER FOR THOSE APPROACHING OR PLANNING FOR END OF LIFE IN CORNWALL

SPECIAL POINTS OF INTEREST:

Cornwall Hospice Care Listening Ear Service

Kathryn Mannix speaks at our Conference

What is an LPA ?

Understanding Coordinate My Care

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Who are we?

We are Cornwall Hospice Care and Community Connect. Two Cornish organisations working together for the good of the Cornish community since 2019.

Cornwall Hospice Care is a charity providing a 24/7 help for those coping with a terminal illness. We have two inpatient hospices in Cornwall (Hayle & St Austell) and also in the community we provide support information as well as therapy services for patients and their carers living with a palliative/terminal illness or a deteriorating progressive disease.

We also offer services for those that are coping with loss and

grief where we can find the best help that is right for you via our Listening Ear or Community Friendship Cafes. All of these services are free of charge.

Nikki Kelly of Community Connect says, 'we are delighted and extremely proud to work with Cornwall Hospice Care through the loss and grief cafes and the online seminars to share information, knowledge and networks across the County and many other initiatives to support and develop community work with a wide range of partners across Cornwall.

Community Connect work to signpost for health and wellbeing effectively and develop a

strength based approach rooted in local communities'.

Together we hope with the information gathered in this Newsletter, you can find the help that is right for you.



Perranporth Community Friendship Café

How can we help?

Within the pages of this newsletter you will find information regarding questions you may have around planning, palliative services and end of life care in Cornwall. We aim to show what is available in both clinical and community settings as well as provide you with contact details of those who might be able to help.

These pages are not advertising, but are intended to provide useful information. As services change and evolve we will ensure that to the best of our knowledge they are correct at the time of publication.

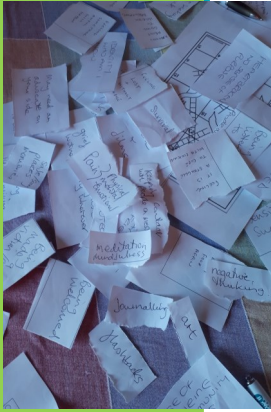
There will also be an opportunity for service users/patient stories and feedback, information on how to best plan

for end of life and pieces from professionals explaining their services in more detail.

We hope you find this publication useful on whatever 'journey' you are on.

Lollie Brewer
Community Engagement Nurse
Cornwall Hospice Care

Community Connect—Nikki Kelly



Imagine if...Health & wellbeing 'Snap' - Group work at Perranporth

We work within Cornish Communities and with a wide range of people and partners. Sharon provides our social prescribing service for the Coastal Cluster of GP practices, which includes Carnon Downs, Chacewater, St. Agnes, Devoran and Perranporth.

We work with Truro GP practices in the community— if you live in the Truro area and are a patient of Lander or Three Spires and would like to get involved with community activity get in touch!

Perranporth Virtual Pain Café - If you experience chronic pain and are a patient of Perranporth Surgery. Sessions are held monthly online.

Sport on Social Prescription a partnership with Sport Cornwall Foundation. Please contact the Social Prescriber for you surgery for more details on this movement and activity based one to one or group sessions.

Sketchbooks on Prescription. A partnership with Shallal providing a sketchbook and a

once a fortnight telephone call.

For more information about any of our projects please contact:

health@imagineif.net



"Sometimes people haven't got the words but can just give the love of a listening ear '.... and 'that's what you have given me this morning'. It's helped....put my worries to rest"

Listening Ear Service—Cornwall Hospice Care

Our Listening Ear Service, although not a counselling service, it offers information, support and signposting via the telephone with **6 calls of up to an hour.**


This service is for patients, carers and relatives who are isolated and vulnerable in our communities who have experienced the death of a loved one.


To make a referral please call: **01726 829874** to speak with one of our Community Engagement Team or email:

communityservices@cornwallhospice.co.uk

We are here for you!





Look after those, who look after you

Create a care plan so you – and your carers – know you'll receive the treatment **that you want.**

diagnosis // treatments // medicines // choices

If you have a long term illness, make your wishes known. Visit www.coordinatemycare.co.uk to start your free personalised advance care plan.

mycme

📍 @Coordmycare 📞 /coordinatemycare #mycme

Neighbourhood Hubs—Cornwall Hospice Care



We can help you take back control and live as well as possible

Support, practical advice, information and treatment for people living with a palliative/terminal illness or a deteriorating progressive disease. Delivered by experienced occupational therapists and physiotherapists, in one-to-one or group sessions.

This service is centred around your needs and what matters to you.

Referrals can be made via our website or by calling **01726 829874** for more information.



www.cornwallhospicecare.co.uk/our-community-services/

"I felt welcomed, the staff genuinely made me feel safe".

What is a LPA anyway??

A lasting power of attorney (LPA) is a legal document that lets you (the 'donor') appoint one or more people (known as 'attorneys') to help you make decisions or to make decisions on your behalf.

This gives you more control over what happens to you if you have an accident or an illness and cannot make your own decisions (you 'lack mental capacity').

You must be 18 or over and have mental capacity (the ability to make your own decisions) when you make your LPA.

You do not need to live in the UK or be a British citizen.

There are 2 types of LPA:

- Health and welfare
- Property and financial affairs

You can choose to make one type or both.

It costs £82 to register an LPA unless you get a reduction or exemption.

For more information visit: www.gov.uk/power-of-attorney



Kathryn Mannix— Palliative Care Physician and Author

At our recent online seminar series on palliative and end-of-life services in Cornwall seminar, delegates had the opportunity to listen to the rather wonderful and inspiring words of Dr Kathryn Mannix. Kathryn, palliative physician, and author of 'With the End in Mind' spoke for almost 30 minutes on 'Re-claiming public understanding of Dying' - those of you who are familiar with her

work will recognise this statement. The beauty with which she speaks left many of us speechless, the way she recalls her own stories of working in this field with such compassion moved many... Recordings of all three seminars can be seen via our website link here: [Online Seminar for Health Care Professionals | Cornwall Hospice Care](#) Kathryn has a short BBC video about dying

which you may find interesting too. ['Dying is not as bad as you think' | BBC Ideas - YouTube](#) .

Kathryn's book, 'With the End in Mind' and her other publications can be purchased from all good book stores now and look out for her new book LISTEN later in the year.



Kathryn spoke at our recent conference.



Cornwall Hospice Care
Caring for our community

Mount Edgcombe Hospice

St. Julia's Hospice

Registered Charity No. 1113140

Community Services



We are here to help you find the right support for you.

Neighbourhood Hubs: Supporting people living with a palliative/terminal illness or a deteriorating progressive disease and their loved ones



Virtual Community Friendship Café: Join our social media page on Facebook if you are struggling with social isolation, loss, or long term illness or a palliative condition



Listening Ear Service: Support calls for those who are bereaved



Useful Links Directory: For a range of topics including cancer, mental health, planning for end of life, bereavement and general health

Self-help pages: Resources for Lymphoedema, breathlessness, mindfulness & relaxation



Call **01726 829874** for more information or visit our website or scan here.



www.cornwallhospicecare.co.uk/our-community-services/

Community Specialist Palliative Care Nursing Team

The specialist palliative care nursing team are a resource for patients, their families and health care professionals in all community care settings.

The service offers expert support for patients facing a life threatening condition, irrespective of diagnosis, and in particular for:

- complex symptom management
- complex emotional/psychological issues
- complex social/family issues
- Planning end of life care

The aim of the service is to ensure that patients with complex palliative care needs receive high quality assessment and advice to meet their individual palliative care needs through direct patient assessment and working with co-providers.

Referral guidelines

Referrals to the Community Specialist Palliative Care Nurse are appropriate when:

- The patient has symptoms which are complex or rapidly changing.
- The patient/carer has difficulty adjusting to diagnosis or advancing disease.
- Additional support is required when decisions about palliative treatment options are being made.

Referral process

- The referral is made by a Health Care Professional, with the patient's knowledge and consent.
- The Community Specialist Palliative Care Nurse works alongside GPs and hospital colleagues, who continue to have overall responsibility for their patients.
- Referral to the service will normally result in telephone triage within two working days.

Electronic referrals to be submitted to:

cpn-tr.spcreferral@nhs.net

If you wish to speak with a Community Specialist Palliative Care nurse please phone **01208 251300** Between 9.00am and 4.30pm and your call will be returned. This contact number is available to patients 7 days a week (including Public Holidays).

www.cornwallft.nhs.uk/community-specialist-palliative-care-services



Cornwall Partnership
NHS Foundation Trust

IMPROVING ACCESS SERVICE

The Improving Access Service aims to ensure that everyone has access to quality palliative care and the support to make their own decisions around end of life, particularly those who traditionally face the most barriers to health services such as people experiencing homelessness or with increased vulnerability.

The project coordinator provides training to those working in homeless and addiction support settings to help them identify people nearing the end of their lives and offer the appropriate support, as well as liaising with different health teams to establish a clear pathway.

The autonomy of the individual is key and this project ensures that their voice is heard and choices respected, supporting people to die in their own home if they wish, or relocate to a hospice.

This project is a partnership between Cornwall Hospice Care, Harbour Housing and St Austell Healthcare.





The Cove Cancer Support Centre

The centre opened in conjunction with Royal Cornwall Hospitals Trust and Macmillan to provide support for cancer patients and their family members through their cancer journey. We offer support where you can discuss any concerns you have, such as the emotional effects of cancer, its impact on relationships, advice on how to talk to loved ones, and many other subjects on living with cancer. We also have an excellent selection of booklets and leaflets to guide patients through their journey, including information about specific cancer types, various treatments, symptom control, diet, welfare and benefits, relationships, travel, living with, and beyond, cancer and local and national support agencies.

Other services include Finance and Benefits advisors, Counselling and Psychological Support, Nutrition & Dietetics, Physiotherapy, Support Group Hub and Workshops.



Please contact us on 01872 256363 or email thecove@nhs.net Monday to Friday 9-5pm

Royal Cornwall Hospital

Enhanced Supportive Care (ESC)



The History and Development of the Service:

The initiative came from Christie's Cancer Centre in Manchester, and was piloted for the first three years with other centres across England to objectively evaluate its effectiveness and need.

What was recognised in 2015 was that there was a 'care-gap' provision for those with a diagnosis of an advanced cancer (stages 3 or 4) and with a performance status of the same, or those presenting with an advanced metastatic cancer.

Whilst many of these patients may have been referred to the field of Specialist Palliative Care (SPC), some through their own choosing may not have been. It was for these patients that it was recognised that they too needed support. So became the birth of this new service.

The evaluation in November 2019, demonstrated its effectiveness and need, in which the quality of care and longevity of those under its care could be illustrated as well as the cost effective savings of better more integrated care.

The service was introduced to Cornwall in the spring of 2020 by the appointment of a Lead Nurse.

The first patients were introduced to the service in August of that same year, and from the beginning of January 2021 the ESC team has been expanded and now includes a Dietitian, an Occupational Therapist, Physiotherapist and Speech and Language Therapist.

ESC dovetails into the existing services with the cancer site specific nurses in helping the patients to cross the bridge when they may require the expertise of the specialist palliative care teams and Hospices in Cornwall.

Currently ESC offers support for the following cancer groups, namely; Lung, Upper gastro-intestinal and Hepatobiliary, Brain, Cancers of an unknown primary and Breast. As the service progresses, all cancer sites will become accessible to the ESC team.

Referrals are usually made through the multi-disciplinary teams onto the 'Radar' register. But referrals are also made through and from healthcare professionals such as the site specific Clinical Nurse Specialists.

ESC works Monday to Friday 08.00hrs-16.00hrs.

Contact can be made within these hours via: 07826 935 824

Michael Thomas, Enhanced Supportive Care Lead Nurse & Team




Cornwall Hospice Care
 Caring for our community
 Mount Edgcombe Hospice St. Julia's Hospice
 Registered Charity No. 1113140

Online Seminars

These FREE Online Seminars are for Healthcare Professionals and the general public, working alongside Community Connect. All the sessions contain a wealth of expertise and knowledge within them. They are recorded for anyone who may find them useful.

Follow the link below to find out more or to register for our next sessions.



To sign up for our latest seminar or see recordings of previous ones go to;

www.cornwallhospicecare.co.uk/online-seminar/

Useful Links Directory

This directory is full of links to both national and local organisations that are offering support and advice for you. These pages cover:

- **Bereavement & Grief**
- **Cancer & Oncology**
- **Carers**
- **Financial**
- **General Health**
- **General Support**
- **Housing & Homelessness**
- **Learning Disabilities**
- **Mental Health**
- **Neurological Conditions**
- **Planning for End of Life**
- **Transport & Mobility**
- **Useful Podcasts and Links**

To access them visit our website or scan the code below. Please email communityservices@cornwallhospice.co.uk if you would like to amend or add your organisation's details.

**[www.cornwallhospicecare.co.uk/
our-care/usefulinksdirectory/](http://www.cornwallhospicecare.co.uk/our-care/usefulinksdirectory/)**





Our Cornwall Hospice Care Podcast: Two Old Choughs

Join our Two Old Choughs, Gina Starnes, our Clinical Director and Tamsin Thomas, our Head of PR and Communications, as they talk all things Cornwall Hospice Care.

This podcast began in January 2020 as we celebrated the anniversary of 40 years of hospice care in Cornwall, a story that started with the opening of our Mount Edgcombe Hospice.

Each episode features special guests from around our charity, from our hospices, shops, fundraising teams, supporters and many more as we talk about subjects close to hospice care and end of life.

We look at difficult conversations in our 'Be Brave and Plan Ahead!' podcast and talk about bereavement in an episode entitled 'Permission to Grieve'. On a lighter note, our former Medical Director Dr Debbie Stevens reflects on a career in palliative care in Cornwall and Cornish gardener George Kestell talks about the peace gardening brings and his personal story of the care we provide.

Available on Spotify, Apple Podcasts, Google Podcasts, and many more popular platforms.

www.cornwallhospicecare.co.uk/our-new-podcast

You can also follow Cornwall Hospice Care on Facebook, Instagram, Twitter and LinkedIn for updates from across our charity!



help@hand

Community Info

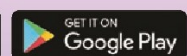
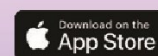
Easily find the services you need, check them, call them and save them - quickly.



Why Help at Hand?

- If there's a number you wish to call, just tap to start the call - no need to write the number down or even to dial it.
- If you wish to email a contact you come across, simply tap it and it will set up your email message so all you have to do is write the message - no need to copy the often lengthy email address.
- If you want to read more about a group on their website or to attend an online yoga session, just tap the web address and it will open up their website exactly where you need to be.
- Save your favourite services (no need to go hunting for them again) and share with friends and colleagues.

Simply download and start using the App today!



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Find us online at: www.hand.community



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Porthpean Road
St Austell
PL26 6AB

Telephone:

01726 65711

Email:

communications@cornwallhospice.co.uk

Cornwall Hospice Care has two hospices;
 St Julia's Hospice in Hayle and Mount Edgcombe
 Hospice in St Austell.

You can support our Cornish charity by shopping
 in our stores from Bude to Penzance, taking part
 in one of our fundraising events from Cream Teas
 to Marathons or by giving your gift of time to
 volunteer.

www.cornwallhospicecare.co.uk

We are here for you...

Legacies

You can help those people with terminal illness and their families when they need it most, by leaving Cornwall Hospice Care a gift in your Will.

You help fund our vital work. Your gift, large or small, can make a big difference as it will ensure we can care for adults in Cornwall.

If you would like to find out more about leaving a gift to Cornwall Hospice Care in your Will, please contact Paul Jones on **01726 66868** and **choose option 2** or email pjones@cornwallhospice.co.uk

Thank you



Tracey Davey – Community Services
 Co-ordinator



**Cornwall Hospice
 Care Community
 Services &
 Community Connect
 Team**



Nikki Kelly – Community Connect
 Manager & Chair



Clare Bray – Community
 Engagement Officer



Helen Treleaven – Community
 Services Manager



Lollie Brewer – Community
 Engagement Nurse

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