

## Your Palliative Care Keyworker & Useful Contacts.

Your Keyworker or Keyworker team is the main person(s) who will coordinate and communicate your care when at home, the Keyworker in the Community is usually the **District Nurse**.

Note down the contact numbers of the health care professionals involved in your case.

Location	Name	Number	When to Contact
District Nursing			
At the GP Practice			
Out of Hours Service			
Specialist Service			
(Community Hospice Team)			
Community Pharmacy			
Other			

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Palliative Care is treatment, care and support for people with a life-limiting illness and their family and friends. It is sometimes called **'Supportive Care'**.

The **Identified Keyworker** within the adult community setting is usually the **District Nurse** for patients requiring palliative care. The District Nurse will act as the main contact and co-ordinator of care between the community and hospital.

The **District Nurse** with your consent and agreement will link with services to co-ordinate your care ensuring continuity and are the best placed professionals to access for information and advice. Other services may include: your GP; Hospital Services; Specialist Teams; Social Services; Physiotherapists; Occupational Therapists; Marie Curie; Macmillan; Hospice Services; Speech and Language Therapists and Dietitians.

If you are living with a medical condition which is leading to on-going changes in your health, your GP will have added your name to the practice's palliative/supportive care register. This allows the practice team to focus on your wellbeing and to plan ahead with you to ensure that, as far as possible, any support you need has been anticipated and planned.

If you are phoning your GP Practice or the Out of Hours service for someone who is in any distress, for example in pain or discomfort, it is very important that the receptionist understands

**(A) if the person is on their GP palliative, supportive care register and**

**(B) what is the level of distress or discomfort,**

**(C) if there are 'Just in Case' medicines in the home.**

As the volume of calls is very high, this information helps the team respond more quickly to those in greater need.

Also, if you have clear preferences or wishes with regard to your current or future care, it is important to discuss these with your District Nurse or GP, so they can document them and with your consent, share them with those who need to know. Your wishes and preferences are very important and your key worker and team will be keen to ensure that they are clearly understood and communicated.

The GP, District Nurses and specialist colleagues will discuss the support you need at regular intervals. They will aim to plan so that support services are in place in advance as far as possible.