

John's Story



24/7 Palliative Care Helpline

When John's pain and agitation levels steadily increased through the night his partner and carer Sarah called the 24/7 Palliative Care Helpline (PCH) for advice. The helpline offers round-the-clock advice, support and information for people in the last 12 months of life, their families, carers and professionals.

Sarah had been unable to contact their GP or district nurse and was worried that she wouldn't be able to cope with John's increasing personal care needs and may not hear him if he needed her through the night. Angela, one of our PCH Senior Nurses, provided advice regarding the pain management of John's symptoms, talked through Sarah's concerns, and discussed the options available.

The 24/7 Palliative Care Helpline works closely with other health and social care providers and can arrange support from other services when required. Sarah made it clear that John's wishes were to remain at home and that she didn't want him to be admitted to hospital if his symptoms could be managed at home. The PCH team then reached out to the local Social Work team to request a package of care to help avoid hospital admission.



Sarah and Angela also discussed the Marie Curie nursing service, including the type of care and support it provides, and agreed a referral should be made to them. They spoke about John's mobility, physio and occupational therapy requirements and organised a follow-up re-assessment from Highland Hospice Rehabilitation and Wellbeing team.

After offering some much-needed reassurance, Angela created a plan to meet John's additional support needs. She arranged the necessary referrals, filled out an application for end-of-life care funding and sourced private home care support before compiling a report of John's symptom control to share with his GP and District Nursing team.

Once the appropriate support had been arranged, Angela called Sarah back to let her know what had been organised and point her towards information on other services she might find useful.

With help from the 24/7 Palliative Care Helpline John was able to access the care and support he needed to remain at home and Sarah was able to relax knowing his pain management was under control and the helpline was just a call away if she needed them.

***names have been changed to protect anonymity**

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