Community and Hospice Home Nursing Service

How this service works

Patient referred by GP/District Nurse/Specialist Nurse from Hospices/Other professional

Patients prioritised and allocated day and night nurses

Daytime service is provided by CSH Surrey’s nursing teams. The night service is provided by the Hospices

Your patient held record will be updated by the nurses. Close liaison with the District Nurses will ensure consistent and quality care.

Need to contact the service?

Please see the Contact details section of this leaflet.

Your experiences

CSH Surrey is committed to putting people first and continually improving services through listening and responding to feedback. To share your experiences, please:

Call: 01306 646 223
Email: CSH.Feedback@nhs.net
Or write to the Governance Office address below.

Large print, audio format or another language

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General enquiries

Visit www.cshsurrey.co.uk for information and contact details for all other CSH Surrey services.

Information for patients, carers and relatives

Better healthcare together

CSH Surrey, providing NHS community nursing and therapy services in the homes, schools, clinics and hospitals in the heart of Surrey since 2006.

A heart in the community

CSH Surrey, proud to be part of the CSH Group. As a social enterprise, CSH makes profit to benefit local communities and to enhance its health and care services.

Quality and Governance Office,
CSH Surrey, Leatherhead Hospital,
Poplar Road, Leatherhead, Surrey,
KT22 8SD

Company registered number 5700920

NHS

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NHS
What is the Community and Hospice Home Nursing Service?

This is a dedicated service that provides nursing care for patients at the end of their lives, to enable them to stay at home to die if that is where they wish to be.

How does the service work?

CSH Surrey has created a partnership with Princess Alice Hospice and St Catherine's Hospice to deliver the service.

During the day you will be cared for by nurses and healthcare assistants from the Community and Hospice Home Nursing Service. They are employed by CSH Surrey and support the work of CSH Surrey's District Nurses.

At night, patients will be looked after by the Service's Specialist Nurses who are trained and employed by the local Hospices.

Who is in charge of my care?

Your GP is in charge of your care and will prescribe medication for you, often in consultation with the nursing team. Your District Nurse will be your ‘key worker’.

Am I eligible for this service?

You are eligible for the service if you have been referred by your District Nurse, GP or a specialist nurse from either of the hospices. We do not accept self referrals.

What support does the service offer?

The service provides nursing care and support, day and night. The actual support you receive will depend on your symptoms and their severity.

The nurses and healthcare assistants are there to support you and listen to any worries or concerns you or your carer(s) may have. They will provide nursing care such as attending to hygiene, toileting and helping you in and out of bed.

In addition, registered nurses will be able to manage any problems you may have with your medication, giving you additional medicine as prescribed, perhaps in the form of injections.

Do the nurses have experience in palliative care?

Yes they do. In addition, the night nurses have had dedicated training and experience of the hospice wards and/or caring for palliative patients in their homes.

For how long will I receive support?

Support is allocated on a priority basis and depends on resources available. We try our best to support as many patients for as long as possible.

How do we ensure quality of care across different people and teams?

You will have a ‘key worker’ assigned to you, who will be your District Nurse. In addition, all the nurses will update your patient held record at home. This ensures that everyone involved in your care has up to date information so can appropriately care for your needs.

Is the night sitting service part of Macmillan Cancer Support or Marie Curie Cancer Care?

No. Princess Alice Hospice and St Catherine's Hospice are registered charities in their own right and the nurses are employees of Princess Alice Hospice and St Catherine's Hospice. They will be clearly identified, wearing their hospice uniforms.

Do I need to provide anything for the night nurse?

As the nurse will be awake during the night they will require facilities to make tea/coffee as well as somewhere comfortable to sit with a light and adequate heating.