

## Contact details

District Nurses (Mon-Sun, 8am-6.30pm)  
The local area teams can be contacted on the following numbers:

Banstead & Tattenham	01737 352 911
Dorking	01306 743 363
East Elmbridge (Molesey & Thames Ditton)	020 8972 9412
Epsom & Ewell	01372 734 790
Leatherhead & Cobham	01372 384 323

Messages are checked throughout the day: urgent calls are returned as soon as possible (within four hours), non urgent calls are returned within 24 hours and routine calls within 48 hours.

### Twilight Teams

The Twilight Teams provide a nursing service between 6.30pm and 11.30pm, seven days a week. Call the teams on:

Cobham & East Elmbridge  
T: 020 8783 0699

Dorking & Leatherhead  
T: 01306 743 363

Epsom, Ewell, Banstead, Tattenham & Worcester Park  
T: 020 8786 3872

### Overnight (Mon-Sun, 10pm-7am)

CSH Surrey patients can access a night response service that is provided by Princess Alice Hospice. Please contact 07436 531 237

## 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: 020 8394 3846/43  
Email: [CSH.Feedback@nhs.net](mailto:CSH.Feedback@nhs.net)  
Or write to the Head Office address below.

## Large print, audio format or another language

Call 020 8394 3846/43  
or email [CSH.Communications@nhs.net](mailto:CSH.Communications@nhs.net)  
to receive this information in large print, audio format or another language.

## General enquiries

Visit [www.cshsurrey.co.uk](http://www.cshsurrey.co.uk) for information and contact details for all other CSH Surrey services.

### 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.



CSH Surrey, Head Office  
Ewell Court Clinic, Ewell Court Avenue  
Ewell, Epsom, KT19 0DZ

Company registered number 5700920



# Palliative Care at Home

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.

## How can our palliative care services support you at home?

CSH Surrey provides a broad range of palliative care services so patients and their carers can feel secure returning home. Patients and carers will be supported by an experienced nursing team who provide a high standard of specialist care.

Our home-based services aim to:

- Provide patients with holistic care at the end of their lives, addressing their physical, spiritual, social and psychological needs
- Provide care to all patients with life limiting illnesses, not just cancer
- Support patients to stay at home if that is where they wish to be, to be in comfort and with their symptoms under good control
- Support carers in their important role
- Prevent unnecessary admissions to A&E and hospital by fully supporting patients at home.

## Who provides these services?

Your 'key worker' for palliative care is a District Nurse who works closely with your GP.

CSH Surrey has five community nursing teams who comprise registered general nurses, healthcare assistants and administrators. The nurses and healthcare assistants are specially qualified to provide care in the home and are particularly skilled in providing palliative/end of life care if someone chooses to remain at home.

The District Nurses work closely with CSH Surrey's Community and Hospice Home Nursing Service. This provides additional nursing support during the day and access to a night sitting service through a partnership with Princess Alice and St Catherine's Hospices.

The District Nurses also work with other professionals to ensure all of your care needs are met. These may include Community Matrons, specialist nurses (for respiratory conditions, heart failure, Multiple Sclerosis, Parkinson's Disease and continence), Social Care, Continuing Healthcare and voluntary sector organisations.

## What care do District Nurses provide?

The District Nurses can provide care up to four times a day, although reassurance, support and nursing care at home is available 24 hours a day via the CSH Surrey Community and Hospice Home Nursing Service.

The District Nurses provide:

- Assessment
- Advance care planning
- Advice and support
- Personal care
- Symptom control and medication support
- Nutritional support
- Continence care
- Wound care
- Equipment
- Bereavement support.

If required, the District Nurses can request a bed in your local community hospital, where the staff are skilled in providing palliative/end of life care 24 hours a day.