

## **Referral Criteria to the Rowcroft Hospice at Home Care Team**

Rowcroft Hospice at Home primary aim is to support more people to die at home, if that is their choice. It helps to build community services by supporting District Nurses and GPs in their role as key workers and does this by providing specialist nursing advice and direct personal nursing care in the final weeks of life.

The Rowcroft Hospice at Home team assess and provide symptom management, support and personal care to patients and their families, when the patient has a prognosis of less than two weeks, regardless of diagnosis. They also provide support and advice to nursing homes, residential homes and community hospitals for this patient group as requested. The RN's are available 24 hours a day for advice to other non specialist health and social care professionals.

### **Referral Criteria**

- Any patient in the last two weeks of life, regardless of diagnosis, who has identified that their preferred place of care is their usual place of residence (this includes both private residence or residential care home).
- All reversible causes of deterioration should have been explored before referral.
- Patient and family must be aware of and agree to referral to RH@H.
- The patient is registered with a GP within the hospice catchment area.
- The patient must be 18 years or over.
- Patient's whose preferred place of care is the hospice, can be referred for support once admission for end of life care has been agreed with the IPU team. They will still need to fulfil the other referral criteria (eg. they are in the last days of life, they have agreed to the referral etc.)
- The service will become involved earlier with patients who have learning difficulties to enable us to build a trusting relationship.
- There may be exceptions to these criteria, which will be discussed with the referrer on a patient by patient basis.

### **Referral Process**

- Referrals can be made at any time, 24 hours a day, 7 days a week including all bank holidays.
- Referrals will be accepted from any health or social care professional directly involved in a patients care; this includes both the community and hospital setting.
- 'In Hours' Monday to Friday referrals will be taken by a Community Services Administrator.
- Out of Hours referrals will be taken by the RH@H RN.
- Further Information about referral acceptance and levels of input can be discussed with the RH@H RNs / Manager
- Environmental and moving and handling issues will usually have been risk assessed prior



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to the referral for patients who have DN involvement. Where timescales allow, the RH@H RN can complete these assessments.

- Referrals from Nursing Homes who require more than the standard support and advice from the RH@H RN's (ie. SHCA support) will be assessed on an individual patient basis.