

Referring patients for Marie Curie nursing care

Marie Curie Nurses and Healthcare Assistants are experienced in caring for people with end of life care needs. Depending on what's needed, they can provide nursing care in people's homes and in care homes, on any day of the week.

Our nurses and healthcare assistants look after patients aged 18 or older with any terminal diagnosis who wish to be, and are able to be, safely cared for at home or in a care home (prior agreement from their GP or primary care team is needed). We can also help if they have family members who need our support.

Before referring a patient to us, please assess their situation first (see categories below) and provide us with as much notice as possible.

- **Urgent – prognosis of hours to days; same day or next day care is needed:** patient is rapidly deteriorating with uncontrolled symptoms, and is at risk of a hospital admission or needs to be discharged home. Patient's carer is unable to cope.
- **Changing needs – unstable symptoms; a high level of nursing care is needed:** patient and their carer have high levels of anxiety; the carer's needs may also increase further. Patient may not be in their preferred place of care.
- **Stable needs – prognosis of weeks to months:** patient's condition is deteriorating slowly, with their symptoms well under control. Both patient and their carer have a low level of anxiety.

To refer a patient, phone 08450 738 696.*

- 8am – 6pm, Monday to Friday
- 10am – 3pm, weekends and bank holidays

Outside of these hours, we'll transfer your call to Marie Curie's central referral office (opens daily from 8am – 10pm).

Our service coordinators work closely with local Marie Curie Senior Nurses across the south-west to prioritise and allocate care on a daily basis for patients with the most urgent need. To help us coordinate our care with other providers, we may also discuss each referral with the patient's district nurse.

**Calls cost no more than 7p per minute plus your phone company's access charge.*

When making a referral, please have the following details ready:

About the patient

- Full name, address and postcode, and contact details
- NHS number
- Diagnosis, prognosis and symptoms
- Access to their property
- Past medical history
- Psychological state, mobility and communication status
- Overview of family's situation

About the patient's care

- Care plan and medication
- Moving and handling needs
- Appliances in use and equipment that's available

Risk assessment

The referrer, or the patient's district or community nurse, is responsible for assessing the risks involved in caring for the patient at home. Any risks that are identified must be documented and made available alongside the patient's district nursing care plan before Marie Curie can provide care in the patient's home.

Marie Curie is here for people living with any terminal illness, and their families. We offer expert care, guidance and support to help them get the most from the time they have left.

mariecurie.org.uk

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