

WHAT MATTERS?

AN E-NEWSLETTER FOR THOSE APPROACHING OR PLANNING FOR END OF LIFE IN CORNWALL



Vol 4 – Winter 2023

SPECIAL POINTS OF INTEREST:

Self Care - Gwendoline 8 – 9

Three community hospitals recognised for their end of life care - 18
Cornwall Partnership NHS Foundation Trust

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Did you know that Cornwall Hospice Care has a Useful Links Directory with links and contact information for a range of organisations and charities that may offer support?



Cornwall Hospice Care
 • Mount Edgumbe Hospice • St Julia's Hospice •
 Caring for our community

Useful Links Directory

www.cornwallhospicecare.co.uk/our-community-services/



Scan Me!



Community Services

We are here to help you find the right support for you.



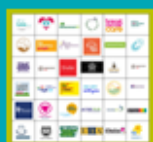
Neighbourhood Hubs: Supporting people living with a palliative/terminal illness or a deteriorating progressive disease and their loved ones



Virtual Community Friendship Café: Join our social media page on Facebook if you are struggling with social isolation, loss, long term illness or a palliative condition



Listening Ear Service: Telephone calls for those who are recently bereaved and are in need of some support, information and signposting



Useful Links Directory: For a range of topics including cancer, mental health, planning for end of life, bereavement and general health



Bereavement Support Groups: Each group provides a space for those who are bereaved and seeking social connections with others who are also experiencing grief



All of our services are FREE for everyone to access. Call **01726 829874 for more information, visit our website or scan our QR code.**

www.cornwallhospicecare.co.uk/our-community-services/

Advance Care Planning

NHS
Royal Cornwall Hospitals
NHS Trust

Helping you plan ahead for a time of failing health. Because we all deserve the opportunity to communicate what matters to us.



We want to support you to think about your wishes and preferences for the future. Writing down your preferences in an **Advance Care Plan** can help those around you to understand what matters to you.

What is Advance Care Planning?

Advance care planning encourages you to discuss and write down how you would like to be cared for and what you would like to happen if you are unable to communicate your wishes.

Having these discussions, or completing an advance care plan, is entirely voluntary. The only legally binding decision some people wish to make is an Advanced Decision to Refuse Treatment. This can be part of, or separate to, your Advance Care Plan.

And because your health, and your preferences, can change over time, any decisions that you make can be changed by you at any time in the future.

If you'd like a template for an advance care plan, or to discuss how to write one, please speak to the team looking after you at the hospital.

For more information on completing your Advanced Care plan visit the web link below or scan the QR code

www.royalcornwall.nhs.uk/services/advance-care-planning/

You can scan me here!



Neighbourhood Hubs—Cornwall Hospice Care

FREE support, practical advice, information and treatment for people living with a palliative/terminal illness or a deteriorating progressive disease including their carers. Currently delivered by experienced occupational therapists and physiotherapists, over the telephone.

This service is centred around your needs and what matters to you.

Referrals can be made via the link below or by calling

01726 829874



*We can help you take
back control and
live as well as possible*

"I received all the help and guidance I could have possibly needed, this help was so easy to access, I couldn't believe it"

"Great service, the advice I was given was very helpful and ideas to help me along the way were great "

"Thank you all so much...I know I have support at the end of the phone"

"You shone a light on a very overwhelming situation—Thank you"

www.cornwallhospicecare.co.uk/our-care/neighbourhood-hub/neighbourhood-hubs-referrals/



PASS IT ON—PASS IT ON BEFORE YOU PASS AWAY ASKS YOU TO CONSIDER WHAT YOU WANT IN DEATH AND TO START IMPORTANT CONVERSATIONS.

Dying Matters. It's important to talk about death while still very much alive. Do your family know if you're an organ donor for instance, or what you want to happen at your funeral? Our 'Pass it on before you pass away' campaign asks you to consider what you want in death and to start important conversations. It encourages you to consider opting in for organ donation and to complete an Advance Decision, which explains what you would want if you couldn't speak for yourself. There's a free leaflet available to help you start the conversation.

To find out more visit: www.cornwallhospicecare.co.uk/our-care/pass-it-on/

You can Scan me too!





Cornwall 111



Out-of-hours treatment for patients with palliative care needs



Cornwall 111 Out of Hours Service for Patients with Palliative Care Needs

We recognise that patients with palliative care needs, and their carers, can be reluctant to seek help during the night or at weekends.

This leaflet aims to reassure you that we are available throughout the entire out-of-hours period.

There will always be a clinician available to speak to. Please call us if you think we are able to help.

Who can I call?

Kernow Health provides the integrated urgent care service in Cornwall. We offer GP and clinical care when your surgery is closed. You can contact us by phoning 111 or the Palliative Care Line on 01872 224050.

What information is required?

We need some brief personal information when you call. Kernow Health uses an electronic information system that records individual treatment plans, decisions and wishes.

This information is shared with key healthcare professionals including the ambulance service, hospitals and community healthcare teams. Please be prepared to give the patient's:

- name
- date of birth
- address and telephone number
- GP and surgery name and current symptoms.

What will happen when I call?

A call operator will take the patient's details. These are sent by computer to a duty doctor. We can contact your local district nurse if requested. The duty clinician may have a special note provided by your own GP or palliative care nurse explaining your treatment and wishes. The duty doctor will aim to telephone you within 20 minutes and assess the problem. They can provide:

- advice over the phone
- home visit within two hours (the doctor can also arrange for a district nurse to visit you)
- prescription for medicine or dose adjustment to help control your symptoms.

Details of the above are sent to your own GP the next working day.

Giving you priority

We will give your call urgent priority. The duty doctor will aim to telephone you within 20 minutes. If a home visit is needed, the visiting doctors will aim to be with you within two hours of the telephone consultation.

When should I call?

Please do not hesitate to call us if you have:

- increased pain that does not settle within two doses of prescribed medication
- nausea, vomiting or other symptoms that do not settle with the usual medication.

You should also call us if you have been advised to contact a doctor by a hospice nurse. Contact us as often as you need to.

Our clinicians work from hospital-based

treatment centres and are always ready to help you.

Can we do more to help?

Kernow Health works closely with the palliative care health professionals and hospices around Cornwall. With their help we review and make changes to improve our services for palliative care patients, their families and carers.

- We are grateful for any feedback you may have about our service. You can:
- ask your palliative care nurse to pass on any comments to us.
- give your feedback via our website:
- www.kernowhealthcic.org.uk
- telephone: 01872 221102
- email us:
kenowhealthcic.cornwall111admin@nhs.net
- post: Kernow Health CIC, 1st Floor Cudmore House, Oak Lane, Truro TR1 3LP

About Kernow Health CIC

Kernow Health is owned by Cornwall's GP practices. Our aim is not to make a profit; rather, our main objective is to deliver a first class service for patients.

The GP out of hours service is part of the integrated urgent care service run in partnership with Royal Cornwall Hospital NHS Trust and Vocare Limited

If you would like this leaflet in large print, braille, audio version or in another language, please contact 01872 222400

Kernow Health CIC

1st Floor Cudmore House

Oak Lane . TR1 3LP

Self Help Management : Fatigue



Fatigue is a feeling of tiredness or exhaustion that can be overwhelming and can have a serious impact on people's ability to manage day-to-day activities. It can range from mild to severe and it may come and go. It can affect people in many different ways: they may feel tired or exhausted most of the time, they may become tired more quickly and after less activity than they used to. Rest and sleep may not improve their feeling of tiredness and they may get up in the morning feeling as exhausted as they did the night before. It is not only physical tiredness as it also affects people psychologically (managing emotions), cognitively (thinking, memory, attention...) and spiritually (relating to what is important to them in life).

So what can you do to regain some control over life if you are living with fatigue? Firstly, get to know your fatigue: What time of day is it worse? Or better? What aggravates it? What makes it better? How does it impact on your daily life? What does it stop you doing? Then you can look at ways of managing your fatigue. The key is to consider every single activity you do every day as having a cost in terms of energy, then you can look at how you manage your energy, and it's just like managing money in a bank account.

Adding energy to the account:

Sleep & Rest: Keep your bedroom at a temperature of 16-18°C, eliminate noise and excess light. Keep your phone in a different room. A regular routine is important. Wake up at the same time each day, no matter how many hours of sleep you had. Avoid caffeine and alcohol in the afternoon and evening one hour before bed, switch off all screens (computers, TVs, phones etc). The blue light emitted by screens has been shown to interfere with sleep cycles. Try a bath, relaxation, stretches or breathing exercises before bed. Exercising during the day may help with sleeping at night. Going outdoors during the day (particularly in the morning) can help to regulate your sleep cycles. If you often fall asleep unintentionally during the day, then you may want to consider adding a purposeful nap. This is a decision YOU make so that you take back control rather than falling asleep when it's not convenient. Try napping for around 20 minutes. If you find naps work for you, then make them a priority as part of your daily self-care. Try to nap at the same time each day and ensure you will not be disturbed (phone off the hook, note on the door...).

Diet & Nutrition: If you are or have been losing weight unintentionally then you might want to consider the following ideas to boost your calorie intake so you have more energy to use. Eat little and often (grazing). Have a bowl of nibbles next to where you sit during the day (it is tempting, requires no effort and you don't have to ask for help!). A loaded plate can be off-putting so try small portions and have seconds if you fancy more. Try to boost the calories without making the volume of food any bigger (add a knob of butter, cream, nut butter, cheese... to meals to enrich them). Eat foods that you fancy or taste best to you. Drink plenty of fluids. Eat softer foods that require no chewing (chewing takes energy). Cooked foods are also generally easier to digest. Take advantage of when your appetite is at its best. If you fancy something, just eat; even if it's the middle of the night. Shop savvy: Buy healthy convenient food (cut up fruit and vegetables), ready roasted chicken, ready meals... If food is difficult speak to your GP who may refer you to a dietician.

Spending wisely:

We have looked at how you can add energy to your account. So let's now look at how you spend this hard-earned energy. Have you been trying to continue your normal activities regardless of your

treatments and fatigue? It may be that you are coming to realise that you are not able to do it all, like you used to and this is a difficult situation to accept. But once you are able to accept this, you will be able to make those difficult decisions more easily. The key is to establish what is actually, really important to you. Every activity you engage in has a cost, in terms of energy. What are you willing to spend it on?

Prioritise & plan: There is a difference between what we feel we should be doing and what brings us value, what we really enjoy, what we really need to do to be happy. Write down a list of all the activities you do during a week or keep a fatigue diary. Then decide whether you can eliminate or delegate the activities that do not bring you value.

Prepare ahead of time: Don't have too many things planned on the same day. If you are going out, you may not want to shower that morning (so you have more energy to enjoy it). Be driven there and park as close as possible. Breakdown the activity in your head – can you delegate some elements of it? Think: "how can I make this as easy for me as possible". You are not being lazy, you are being savvy with your energy levels!

Make activities cheaper: Every activity has a cost in terms of energy. Have a think about your daily activities... could you make some of them cheaper? Here are some ideas:
Cheat! – use ready meals, frozen meals and pre-prepared veg. Organise the house to save going up and down the stairs. Use energy saving devices if you can (dishwasher, tumble dryer, shopping trolley, lift etc). Use a towelling robe after your shower.

Accept or ask for help: Most people like to feel useful. If they have offered help, take it!! You will make your life easier and help them feel useful.

Investing in your body:

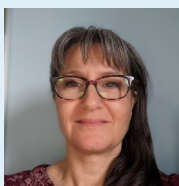
Gentle, graded exercise is an effective way to manage fatigue. It does require you to spend energy but you are making an investment. Research shows that physical activity is the best way to improve and build up your energy, and reduce fatigue.

The benefits of exercise:

- Increased energy and reduced fatigue
- Stronger muscles (so activities are easier)
- Improved appetite
- Improved sleep
- Reduced depression and anxiety
- Contributes to overall well-being



Most importantly, choose something that you enjoy. Start slowly, particularly if you are not used to exercising. Then you can gradually build up from there. You can slowly increase how much you exercise, how hard you push yourself or how long you exercise for. Do short sessions more often.



This self help guide was written by Gwendoline Treseder, Occupational Therapist at Cornwall Hospice Care. Part of her role is within the Neighbourhood Hubs who offer support, practical advice, information and treatment to people living with a palliative/terminal illness or a deteriorating progressive disease.



Find out more about how our team can help you here
www.cornwallhospicecare.co.uk/our-community-services/

End of life care



The NHS has a page on its website dedicated to this. Here you may find the answers you may have to questions you have. This guide is for people who are approaching the end of their life. Some parts of it may also be useful for people who are caring for someone who is dying, or people who want to plan for their own end of life care.

It covers what to expect, thinking about your wishes for your future care, and looking after your emotional and psychological wellbeing.

What you can expect from end of life care

This section contains information about what end of life care involves, when it starts, and things you may want to think about.

These include advice on how to cope financially, and how and where you can be cared for, for example:

A care at home, care in a care home, care in hospital, hospice care or care in a care home

Planning ahead for the end of life

This is sometimes called advance care planning, and involves thinking and talking about your wishes for how you're cared for in the final months of your life. This can include treatments you do not want to have.

Planning ahead like this can help you let people know your wishes and feelings while you're still able to. Letting your family know about your wishes could help them if they have to make decisions about your care.

Your wellbeing

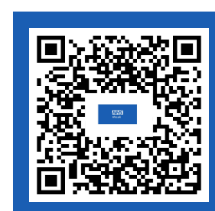
Looking after your health and wellbeing is important when you're living with a terminal (life-limiting) condition.

These pages aim to answer questions you may have about pain and other symptoms, and provide ideas for coping.

For more information visit:

www.nhs.uk/conditions/end-of-life-care/

**Scan me for a direct
weblink**



The Cinnamon Trust

The National Charity for the elderly, the terminally ill and their pets



The Cinnamon Trust is a charity created for the elderly and those in the latter stages of a terminal illness. We are a volunteer based, completely self-funded charity which is not in receipt of any other funding at all, so our ability to provide help is always dependent on our wonderful volunteers and how many of them we have in the area.

The service we provide is completely free of charge to owners. We are always grateful for any fund raising efforts by our volunteers or donations from well-wishers to help us to go forward into the future and help even more elderly or terminally ill people to keep their companion animals with them for comfort and companionship for as long as possible.

We have a pet friendly care home register that people can request a copy of, essentially it's a list of residential and supported living complexes that allow pets, we update their details every two years either by phone or volunteers carry out a visit. This is not an assessment of the homes /complexes ability to look after the elderly, but purely whether they allow pets, if they have any currently and what their criteria is for accepting pets. People needing to make a judgement on the suitability of a home for their elderly parents for example, would need to visit the CQC website to see their report on a particular home.

We offer short term foster care when people need a hospital or respite stay. Upon request from the owner, we will do our very best to place the pet with one of our short term foster volunteers. They will go and stay in the volunteers home until their owner is discharged and they can return home.

By prior arrangement, we will agree to long term foster pets, when the owner either dies or has to go into residential care. Pets always remain under the guardianship of The Trust. We pay all the vets fees, and keep in touch to see how they are and ensure they have the very best of care. Owners need to ring in and register for this service called pet profiling. They will be asked all about their companion pets quirks/habits, what they like and dislike etc, so that we can get a good understanding of their needs. We will then agree to take on the pets care should anything happen to the owner. Any one of any age can do this through The Trust. The pets are then rehomed permanently with one of our volunteers as in the case of Luka, a beautiful gypsy cob that was placed with one of our volunteer fosterers who even took him to see his Mum at St Julia's Hospice, for a last goodbye.

We have two sanctuaries one in Devon and one in Cornwall, the sanctuaries are for pets that come into our care either with more complex care / medical needs, are very old or there are multiple pets that the owner has asked to be kept together. They live permanently at one of our sanctuaries which are like a home from home - no kennels, settees and chairs to sleep on, wonderful grounds and devoted staff anyone wanting to visit our sanctuaries are free to do so by arrangement the majority of our foster pets however are rehomed with volunteers".

The Cinnamon Trust — 01736 – 757 900
or visit the website - <https://cinnamon.org.uk>



Gold Standards Framework Care Home Programme for care home professionals

We are delighted that Cornwall Hospice Care are now an accredited provider of the Gold Standards Framework (GSF) Care Home Programme. As a Regional Training Centre the hospice can provide training workshops for those care homes wishing to undertake the training.

The programme is a tried and tested evidence-based, quality improvement approach, used by thousands of teams, affecting the care of people in their last year of life in all care settings.

Key aims of the programme are to:

- Improve the quality of care
- Improve coordination and collaboration
- Improve outcomes for people, enabling more to live and die where they choose, reducing avoidable hospitalisation

The GSF Care Homes Training Programme has a long and very successful history in supporting and enabling the staff in care homes to provide top quality care for all people nearing the end of their life, including the final years, months, weeks and days of life, helping to ensure that the final years are 'the golden years'.

You can find out more about the Gold Standards Framework for Care Homes Training Programme by visiting;



www.goldstandardsframework.org.uk/care-homes-training-programme

If your care home would like more information or would like to undertake the programme please email Jo Smith, Education and Training Lead, Cornwall Hospice Care at jsmith@cornwallhospice.co.uk



Our Cornwall Hospice Care Podcast: Two Old Choughs

Join our Two Old Choughs, Gina Starnes, our Clinical Director and Tamsin Thomas, our Head of PR and Communications, as they talk all things Cornwall Hospice Care.

This podcast began in January 2020 as we celebrated the anniversary of 40 years of hospice care in Cornwall, a story that started with the opening of our Mount Edgumbe Hospice.

Each episode features special guests from around our charity, from our hospices, shops, fundraising teams, supporters and many more as we talk about subjects close to hospice care and end of life.

We look at difficult conversations in our 'Be Brave and Plan Ahead!' podcast and talk about bereavement in an episode entitled 'Permission to Grieve'. On a lighter note, our former Medical Director Dr Debbie Stevens reflects on a career in palliative care in Cornwall and Cornish gardener George Kestell talks about the peace gardening brings and his personal story of the care we provide.

Available on Spotify, Apple Podcasts, Google Podcasts, and many more popular platforms.

www.cornwallhospicecare.co.uk/our-new-podcast

You can also follow Cornwall Hospice Care on Facebook, Instagram, Twitter and LinkedIn for updates from across our charity!

END OF LIFE CARE IN CORNWALL



NHS Kernow views end of life care as a high priority and we want to ensure high quality end of life care. We want to enable choice for local people so that they can choose where they want to receive care and to ensure that they receive the best possible support.

SUPPORT IN CORNWALL

Community specialist palliative care nursing team

Each GP surgery has an allocated palliative care nurse. Their aim is to ensure all patients with complex palliative care needs receive high quality symptom control assessments, psychological support and advice to meet their individual needs. Nurses work closely with a range of health professionals in the community, hospital, hospices and other voluntary and statutory agencies.

If you think you would benefit from this service please discuss with your GP or hospital team who can refer you.

Out of hours palliative GP service

Kernow Health CIC provides an out of hours palliative GP service. **Telephone 01872 224050.**

Cornwall Hospice Care

A palliative care advice line is available to healthcare professionals 24 hours a day, 7 days a week. This provides access to specialist nursing and medical advice at any time on symptom control, syringe driver and drug use, appropriate place of care and management of palliative care emergencies.

Telephone 01736 757707.

They also operate a palliative care email hotline, which is available to healthcare professionals requiring advice quickly but without the urgency of a direct telephone conversation. Email requests for advice will be responded to within 24 hours by the consultant on call that day. Email the palliative care email hotline at cornwall.spcadvice@nhs.net

Marie Curie

Call the **Marie Curie support line on 0800 090 2309**. Open Monday to Friday, 8am to 6pm, and Saturday, 11am to 5pm. You can also get terminal illness support on their website.



To find out more visit:

<https://cios.icb.nhs.uk/health/end-of-life-care/>

Or Scan the QR code





• Mount Edgumbe Hospice • St Julia's Hospice •

Caring for our community

Listening Ear Service

Are you recently bereaved and in need of some support?

This service is for anyone who is isolated and vulnerable in our communities who have experienced the recent death of a loved one.

Although not a counselling service, we offer **FREE** information, support and signposting via the telephone for **6 calls of up to an hour**.

To make a referral please call **01726 829874**
or email

communityservices@cornwallhospice.co.uk



www.cornwallhospicecare.co.uk/our-community-services/

WHAT MATTERS?

A NEWSLETTER FOR THOSE APPROACHING OR PLANNING FOR END OF LIFE IN CORNWALL

Cornwall Hospice Care Stories



Clare Bray, our Community Engagement Officer talks to Paul Jones.

Paul Jones has been Cornwall Hospice Care's Legacies, Trusts and Major Donor Manager for the last four and a half years. The role plays a vital part in securing funding for the charity, enabling it to continue providing end of life care within the two hospices.

The trusts side of Paul's role is often used to fund various projects within the hospices and other areas of Cornwall Hospice Care. If successful, an application to a trust means projects can be fulfilled without diverting money from other income streams. Paul said "Once a project has been identified and the executive team has approved it, it is a case of finding a suitable funder and making the application. There have been some major projects over the years such as improvements to the garden at St Julia's Hospice, funding to create a community hub in Redruth and getting two cuddle beds for each hospice."

Paul continued "Some projects have a real emotional pull; the community hub will be there to support local people in times of need. We obtained funding for cuddle beds for the hospices, which are oversized hospital beds which allow two people to lie in them. It could be a cuddle with a loved one who may be near to end of life, or a chance for a grandparent to snuggle up with grandchildren to read a story."

Legacies is another vital income stream for Cornwall Hospice Care, and for the charity sector overall. Legacies can sometimes account for up to 47% of the annual funding for Cornwall Hospice Care, and in the last financial year the charity sector in the UK received £3 billion. "The last two years have been very good for legacies, and we are

incredibly grateful to those who choose to leave us a gift in their Will whatever the amount."

Paul continued, "The smallest legacies may be £50 ranging to the largest which could be in the millions. Personally, I find legacy work very interesting, there is an element of detective or investigative work to be done and we work closely with solicitors, we are incredibly grateful for the amount of time they put in helping us."

Cornwall Hospice Care has also, for many years hosted a Make a Will Week enabling people to write a Will with participating solicitors for a donation which comes straight to the charity. The last Make a Will Week was in 2019 and will make a return in 2023. A list of participating solicitors will be available to make an appointment with. Wills can be created with either a donation to Cornwall Hospice Care or a gift included in the will, for the first time Wills will also be able to be created online.



Paul Jones
Legacies, Trusts & Major Donor Manager



www.cornwallhospicecare.co.uk

Imagine If's project, Community Connect is the social prescribing provision for the Coastal Cluster PCNs, including Carnon Downs, Chacewater, Perranporth and St. Agnes surgeries. Our social prescribers support many families - emotionally, practically, and physically with end of life care and bereavement.



We are a well-connected non-profit organisation, able to advise on and support families helping them to make the most of local services. This can include guidance on the availability of financial support, transport and mobility nutrition and meal preparation, social support networks and much more. We work closely with Community Matrons, arranging home visits where needed.

We aim to empower families to support one another, and give people dignity, independence and comfort when it matters most.

For any questions or information, please email: health@imagineif.net

Living with Secondary Breast Cancer - Cornwall

A diagnosis of secondary breast cancer can mean adjusting to difficult changes in your life, and sometimes it can help to talk with other people in a similar situation. **Breast Cancer Now** run a monthly group for people living with secondary breast cancer in Cornwall, giving you the chance to do just that, in a relaxed and supportive environment

Meetings usually take place on the **third Thursday of every month** and are an opportunity to talk about whatever is on your mind with others who understand. Once a quarter we run speaker sessions offering an opportunity to hear from experts on topics such as Side Effects, Relationships & Communications and Fatigue.

Our friendly and experienced counsellor Rachel, who facilitates all of the meetings, will welcome you when you attend, so please feel free to come along for a cup of tea and a chat. The group meets in Truro but are open to anyone in Cornwall with a secondary breast cancer diagnosis.

How to join us

To find out more or to register for our Truro **Living with Secondary Breast Cancer** group please complete our online registration form at [Living with Secondary Breast Cancer Truro](#) or contact us on 0345 077 1893 or email secondaryservices@breastcancer.org



**BREAST
CANCER
NOW** The research & support charity

Three community hospitals recognised for their end-of-life care



A national organisation has recognised the end-of-life care provided at three community hospitals.

The Gold Standard Framework helps frontline staff put national end-of-life policies into practice. They help staff deliver national standards to help people to die well.

The community hospitals in Launceston, Helston and Stratton all provide gold-standard care. Run by Cornwall Partnership NHS Foundation Trust each has achieved the highest standards and having maintained these for three years has enabled them to be awarded platinum status.

Keziah Lagor is the Trust's end-of-life care facilitator. "This is a massive achievement for the three hospitals. This status shows the high-quality end-of-life care both hospitals give."

Julie Armstrong-Wilson, Lead Nurse for the Gold Standard Framework said: "Congratulations to all organisations that have achieved accreditation and reaccreditation."

"The last two years have been an incredibly difficult time for all health and social care providers. Taking the time to complete the Gold Standard Framework accreditation is to be commended."

"Good quality end-of-life care has never been more important, especially due to the impact of the pandemic. Witnessing so many centres signing up to learn more and gain accreditation so they too can support people at the end of life is fantastic to see."

Find out more about the [Gold Standards Framework](#).



Staff from each hospital received their reaccreditation awards at a ceremony in London.

the **gold standards**
framework[®]

*Reaccredited
Platinum 2022 - 2025*

Update from the Enhanced Care Team



More recently as a team we have been made substantive and have funding to continue our service. At present we are supporting those with new diagnosis of incurable cancers under the categories of Lung, Upper GI, Cancers of an unknown primary, those with a Brain cancer diagnosis and Breast cancers. More recently, we have expanded this to now take on Gynaecological patients and we soon hope to be taken on colorectal cancers also. We continue to receive referrals via automated interface, maxims, via phone and email (rcht.enhancedsupportivecare@nhs.net)]

We have very excitingly recently acquired a new home and are due to relocate permanently to Pydar house in Truro which will be our main office base although we will continue to be community based and a patient facing service. However, we are exploring how technology can help facilitate our face-to-face appointments to ensure we are not only making the best use our clinical time, but to reduce our carbon footprint also.



From Left to Right: Amy Glen - Speech and Language Therapist, Katrina Martinelli - Dietician, Megan Stevens - Occupational Therapist, Michael Thomas - Team Lead Clinical Nurse Specialist, Ingrid Watmough - Physiotherapist, Lorna Grounsell - Counsellor



Cornwall Hospice Care
Porthpean Road
St Austell

Telephone:

01726 65711

Email:

communications@cornwallhospice.co.uk

Cornwall Hospice Care has two hospices;
St Julia's Hospice in Hayle and Mount
Edgumbe Hospice in St Austell.

You can support our Cornish charity by
shopping in our stores from Bude to
Penzance, taking part in one of our
fundraising events from Cream Teas to
Marathons or by giving your gift of time to
volunteer.

www.cornwallhospicecare.co.uk

Legacies

You can help those people with terminal illness and their families when they need it most, by leaving Cornwall Hospice Care a gift in your Will.

You help fund our vital work. Your gift, large or small, can make a big difference as it will ensure we can care for adults in Cornwall.

If you would like to find out more about leaving a gift to Cornwall Hospice Care in your Will, please contact Paul Jones on

01726 66868 and choose option 2 or email pjones@cornwallhospice.co.uk

Thank you



Tracey Davey—Community
Services Officer



Helen Treleaven—Manager



Clare Bray—Engagement Officer

**Cornwall Hospice
Care Community
Services Team**



Lollie Brewer—Engagement Nurse