

Information for patients and visitors

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# Your Macmillan Health Care Team

**Community Nursing Team  
Community & Therapy Services  
North Lincolnshire**



# Information for patients and visitors

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## Introduction

**“A unique service to provide individual care, dependent on need, within the home”**

The request for support from the Macmillan Health Care Team may come from any professionals involved in your care, for example your district nurse, GP or Macmillan Nurse. All these professionals will continue to support you at home even when Macmillan Health Care team are involved.

The Macmillan Health Care Team offers services to enable you to remain in your own home in the later stages of your illness. The team provides personal care and support for you and your family / carers.

## Who we are, what we do

The Macmillan Health Care Team consists of advanced health care assistants that are managed by a Patch Team Leader. The team works closely with the District Nurses, Community Macmillan Nurses, End of Life Lead Nurse, Unscheduled Care Team and outside agencies when necessary to ensure you receive the best possible care.

We can help with a patient's personal care up to 4 visits a day.

Help can be given to prepare snacks / microwave meals when there is no family member to help with this task.

We can help and support you as your disease advances, or when your illness reaches its final stages if you wish to stay at home. We can also assist if you are waiting for a bed in a hospice or nursing home and extra care is needed in the meantime.

You and your family may require care and support during the day or night (particularly to enable your carer to have undisturbed sleep). To ensure that the service remains equitable we advise that a maximum of 2 overnight sits per week, unless prior agreement with the End of Life Lead Nurse due to exceptional patient circumstances.

## Referral to Macmillan Health Care Team

A sit request form will be handed to you / your carer on a Monday for you to complete your requirements for the following week. This is to be handed back to a team member as soon as possible for allocation. By definition of a sit one of our members of staff will visit your home for a set period of time to stay with the patient allowing the family respite time.

The package of care is not 24 hour input and so help / input from family and / or friends is essential.

Your referral to the team will be reviewed throughout your package of care to ensure the support you receive is appropriate to your needs. Your package of care will be reviewed by your health care professional between 10-12 weeks or sooner if required.



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## Patient choice

Whilst every attempt will be made to accommodate you, your family or carers wishes and visit requirements, the team are unable to provide exact times for visits. This is due to the nature of the job and the changeable conditions of our patients. However we do strive to provide care within 2 hour time slots to help with personal care, but on occasions we may be unable to meet this.

Equipment maybe suggested for the patients benefit and safety as well as the safety of the staff that are providing the care.

If at any point you preferences or needs change then please inform us and we will do our best to accommodate these changes.

## Practical points

Please note that for your protection and that of the Macmillan Health Care Team:

- Health Care Assistants cannot advise or administer medication. However they can assist **YOU** to take your medication should you require this
- We request patients / carer's refrain from smoking whilst in the presence of the team, to avoid health complications for staff
- We may have to request that pets are located in a different room whilst the Team are in attendance, to avoid trips / falls and bites

Please could you provide the Health Care Assistants with:

- The use of toilet / handwashing facilities

In addition, for those Healthcare assistants staying for an extended period could you please provide:

- Facilities to make a warm drink.
- A comfortable chair and light if the care is at night

## Contacts

You can contact the Macmillan Health Care Team on 03033 306935 in relation to your care. Please leave a message if at any time care is no longer required. Messages are taken off this machine between 0800-2030 hours, 7 days per week.

For urgent problems your District Nurse or GP may be more appropriate. Please contact your District Nurse or GP for any other issues not in relation to the care provided by the Macmillan Health Care Team.



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## Out of hours contact numbers:

### District Nurses:

1815 hours until 0715 hours 03033 305194

### Out of Hours:

Emergency 999

Non-Emergency 111

### Other Useful numbers:

Macmillan Nurse (Community) – 03033 306937 (answer machine), 9am to 4.30pm daily

Ask Macmillan Telephone Support Monday to Friday, 9am to 8pm 0808 808 00 00

## Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service offers confidential advice, support and information on any health related matters.

If you have a comment, concern, complaint or compliment about the care or service you have received from the Trust you can contact the PALS team as follows:

Telephone: 03033 306518

Email: [nlg-tr.PALS@nhs.net](mailto:nlg-tr.PALS@nhs.net)

There are also offices at both the Diana Princess of Wales Hospital (near the main entrance) and Scunthorpe General Hospital (on the C Floor, near the outpatient department), should you wish to visit.

**Please note: PALS should not be contacted for clinical advice relating to the content of this leaflet. The service should be contacted directly in the first instance.**

## Confidentiality and How We Use Data

Personal information on NHS patients is collected and recorded within paper and electronic formats primarily to support high quality care that is safe and effective. To do this, information is also used to support quality improvement activities, investigate any concerns you may raise as well as to support and understand NHS performance. All NHS staff have a legal duty to keep information about you confidential.

Information will only ever be shared with people who have a genuine need for it. Other circumstances where information may be shared include administrative teams to plan future care needed, commissioners of Trust services, other NHS or social care providers and in some cases voluntary sector providers.



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## **Zero Tolerance - Violent, Threatening and Abusive Behaviour**

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients who are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

## **Risk Management Strategy**

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

## **Moving & Handling**

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.



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## Northern Lincolnshire and Goole NHS Foundation Trust

Diana Princess of Wales Hospital  
Scartho Road  
Grimsby  
DN33 2BA

Scunthorpe General Hospital  
Cliff Gardens  
Scunthorpe  
DN15 7BH

Goole & District Hospital  
Woodland Avenue  
Goole  
DN14 6RX

03033 306999

[www.nlg.nhs.uk](http://www.nlg.nhs.uk)

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