



**Community Services**

**Community Specialist  
Palliative Care Teams  
Barnet, Enfield & Haringey**

[northlondonhospice.org](http://northlondonhospice.org)

# How we support you

At North London Hospice we have specialist, professional healthcare teams who work in a variety of settings, including outpatients or your own home.

The team comprises Specialist Nurses, Paramedics, Nursing Associates, Health Care Assistants, Doctors and Social Workers. In Barnet and Enfield we have specialist Physiotherapy and Occupational Therapy. For Haringey residents physiotherapy and occupational therapy may be accessed through local services your team can advise you.

Our work complements the work of GPs, District Nurses, Social Services and hospital teams. We offer expert support and advice to your family and carers.





# How the Community Specialist Palliative Care Team works


We support you in making the most of your life, despite your illness, and respect your individuality, personal beliefs, lifestyle and culture.

On your first visit, a team member will assess your needs and get to know you and the people who are important to you. They will plan your care with you and will listen to your wishes and preferences. We aim to support you wherever you choose to be cared for.

Our service includes:

- Working closely with your GP and other health and social care providers to give advice on controlling symptoms such as pain, nausea and vomiting, breathlessness and constipation.
- Helping to put plans in place for care or treatment that you may need in the future
- With your consent, sharing your wishes, preferences and important decisions about your care with other health and social care providers and out of hours services
- Helping with any worries that you, your family or your carers may have
- Giving information about extra help that may be available - care at home, housing and financial advice
- Bereavement care and support





We work in small teams to provide as much consistency as possible and a member of the team will be available as needed to support you by phone and with visits as required including at the weekend.

We have an out-of-hours telephone line for urgent advice and support at any time **0800 368 7848**

If your condition stabilises and our service is no longer needed, you may be referred to other services or be discharged. If your situation changes, you can be referred back to the hospice at any time. A family member, other professional or you yourself can do this. Once discharged from our service, patients can rerefer themselves back for community care by contacting the first contact team.

Sometimes we might visit to support you and your GP but you might not need further input from us. Your GP would continue to support you but he/she could refer you back to us if things change.

We work closely with other services provided by North London Hospice:

- [Inpatient Unit](#)
- [Palliative Care Support Service](#)
- [Bereavement Support Service](#)

Please note that we share relevant medical information with other healthcare professionals.



**“It is good to  
know there is help  
when needed.”**



# How we are funded


North London Hospice is a registered charity and not directly part of the NHS. All our care is provided free of charge but it costs more than £14 million every year to fund our services. Although we receive some government funding, we rely on donations and legacies to pay for over two-thirds of our care.

Staff members cannot accept personal gifts but North London Hospice is very grateful to everyone who supports our work by making donations, leaving legacies or giving us items that we can sell in our shops.

The hospice is committed to providing respectful working conditions for staff and volunteers. Bullying, harassment or threatening behaviour of any kind will not be tolerated. We will take prompt action to prevent any such conduct directed towards staff or volunteers.

In line with government guidelines and to ensure the safety of our staff and service users, we will be wearing appropriate PPE when visiting you at home, we also kindly ask that you and members of your household refrain from smoking whilst we undertake our visit.

Our Statement of Purpose gives a full explanation of the services we offer and is available on request







# Contact details

Community Specialist Palliative Care Teams  
Barnet, Enfield & Haringey  
**All enquiries: 0800 368 7848**

You will hear a recorded message.  
When it finishes leave the PATIENT'S name and telephone  
number.



# If you have any suggestions

We are always trying to improve our service to patients, families and carers and we welcome compliments, complaints and comments.

If you have any comments about our Community Service, please let your hospice contact know or contact:

**Patient Experience and Engagement Manager**

Tel: 0800 368 7848 or email [feedback@northlondonhospice.co.uk](mailto:feedback@northlondonhospice.co.uk)

Or you can write to: Declan Carroll, CEO

North London Hospice, 47 Woodside Avenue, London N12 8TT

**“Staff always very positive and caring. Everyone has been really kind.”**

**“The visits cheer me  
up and leave me  
feeling secure.”**

**North London Hospice**  
Serving the boroughs of Barnet, Enfield and Haringey

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