



# Your care at home

Provided by Farleigh Hospice and Provide Health, in partnership with your GP and other healthcare professionals

This leaflet explains how Farleigh Hospice and Provide work together to support people who are receiving end-of-life care at home.

Our aim is to help you feel informed, supported, and cared for during this time.

## Contacting the care teams

### Provide Integrated Care Team

🕒 Daytime (8am–8pm): 📞 **0300 003 1902**

✉️ [provide.ccc@nhs.net](mailto:provide.ccc@nhs.net)

- ➔ Nurses are available across Mid Essex for unplanned visits.
- ➔ The team aims to respond within 4 hours, but delays may occur if they are supporting other patients.
- ➔ Priority is given to patients needing help with symptoms at the end of life.

🕒 Overnight (8pm–8am): 📞 **07580 912693**

- ➔ A small team of nurses covers the Mid Essex area overnight.
- ➔ They prioritise end-of-life patients but cannot guarantee an immediate response.
- ➔ They can administer prescribed symptom control injections, for new prescriptions or medication changes, please contact **NHS 📞 111**.

### Farleigh Hospice Advice Line

📞 **01245 455478**

🕒 8am–8pm, 7 days a week

Offers telephone advice and support on:

- ➔ Symptom management
- ➔ Nursing care
- ➔ Emotional support

This line is open to **anyone affected by life-limiting illness or bereavement** in Mid Essex.

**PLEASE NOTE:** This is **not** an emergency service.

For **urgent** medical help, contact your **GP** or **NHS 📞 111**.



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## Important Information

### Being cared for at home

The Farleigh Hospice and Provide teams support people who wish to remain at home for their end-of-life care, providing assistance and care every day of the year.

They can help ensure you have:

- The **personal care support** and **equipment** you need.
- Access to their **advice and support telephone lines**.
- **Prescribed symptom control medication** administered via injection (under the skin and not through a vein) or syringe pump (if already available in the home).

Both teams are here to listen and will be happy to discuss any questions, concerns, or worries you may have.

### If you live alone

- Consider how you will call for help at night.
- Think about how it may feel if you need to wait for a nurse to arrive while in pain.
- You may wish to consider being cared for in a different care setting (for example, a nursing home) if being alone for long periods makes you feel anxious or afraid.

### Changing Your Mind

It's okay to change your mind about where or how you receive care.

Talk to your care team about your wishes, and they will help you explore the options available and find the support that's right for you.

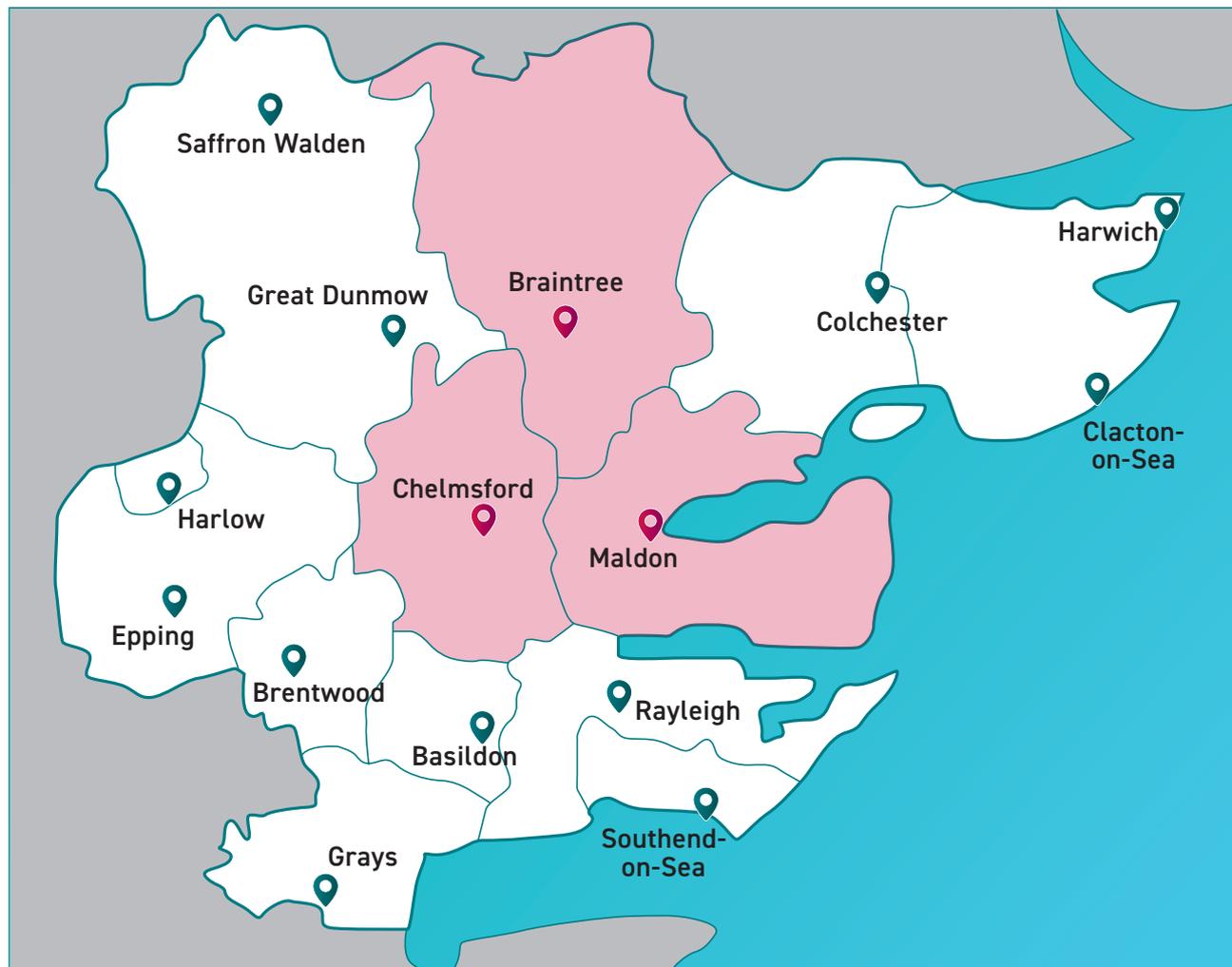


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## Understanding the Area We Cover

Mid Essex is a large geographical area.



Due to the size and demand, nurses may not be able to stay for long periods during visits.

### What to expect

- Being cared for at home can sometimes feel uncertain.
- If your needs change (for example, increased pain or care needs), please call during working hours if possible. Accessing medical support overnight may take longer.
- All teams work on a 7-day rotation, so you may see different staff members at each visit.
- Records are shared electronically, and teams meet regularly to ensure continuity of care.

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## Helpful tips for managing at home

- Keep all medical paperwork together in your **red folder**.
- Visit the **HPAL website** for helpful resources on:
  - Mouth care
  - Manual handling
  - What to expect when someone is dying
- Devices such as **baby monitors** or **remote doorbells** can help carers stay connected while taking short breaks.

## When Someone Dies at Home

- A death must be **confirmed** (medically verified):
  - Call your **District Nursing Team** on the above numbers
  - If unavailable, they will direct you to your **GP** or **NHS 111**.
- Once verified, you may contact a **funeral director**.
- There is no rush - many families find comfort in spending time with their loved one.
- The deceased person is usually collected within **24 hours**.
- The death must be **legally registered within 5 days** (unless referred to the Coroner – you will be informed of this directly if this is the case).
- Contact your **Borough Register Office** by phone or online.

A **Medical Examiner** will contact the next of kin to discuss the cause of death and answer any questions, usually within a few days.

If you have any additional questions, please do speak with a member of your healthcare team.