



St Peter & St James Hospice

Hospice Virtual Wards

Understanding Virtual Wards and what this means for you.



Registered charity no. 1056114



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REGULATOR**

Is the Hospice Virtual Ward for me?

If you are an adult with palliative care and registered with a GP in one of our catchment areas of Lewes, Haywards Heath, Burgess Hill, Uckfield and surrounding rural areas, then joining the Virtual Ward may be right for you.

You will be referred to the Hospice Virtual Ward by senior clinicians who are responsible for your care. This may be your hospice doctor or specialist nurse, your GP or another member of your healthcare team.

The service is for patients in need of short-term specialist support, living with a palliative illness who wish to be cared for in their own homes.

You may be eligible for the Hospice Virtual Ward if:

- ♥ Your care needs require daily assessment and you would otherwise be admitted to the hospice inpatient unit, or a hospital bed.
- ♥ You have increasing end-of-life care needs and you would otherwise be admitted to a hospice inpatient unit, or to a hospital bed.
- ♥ You are currently an inpatient at the hospice and wish to return home, but current care needs mean this would be difficult without access to specialist palliative and end-of-life care.

How does the Hospice Virtual Ward work?

We **assess and regularly review your care needs** and agree your care plan with you. You will be notified whether this means admission to the Virtual Ward.

You will receive **regular care** from our hospice team. This could be in person, on the phone or through applications such as the Comfort Tracker app.

Your hospice care team will **monitor your symptoms**.

If your needs change, we can **respond quickly** by adjusting your care plan, and/or offering advice and support.

We offer a **holistic approach** to your care, working alongside your GP and other healthcare professionals.



What is a Hospice Virtual Ward?

The Palliative and End of Life Care Hospice Virtual Ward is an alternative to inpatient hospital or hospice care and allows you to be cared for at home in familiar surroundings.

A Virtual Ward is an acute clinical service with staff, equipment, medication and skills delivering short term hospice or hospital level care to people in their usual place of residence, including care homes.

What does the Hospice Virtual Ward Provide?

The Hospice Virtual Ward gives patients and families the following benefits:



Care at home

Receive specialist short-term care at home, in your own familiar surroundings



Regular monitoring

Your care team will check in regularly to ensure care is delivered in line with your own advance care plan.



Crisis management

Your symptom relief and urgent care will be managed at home with the aim of reducing hospital visits.



Advice and support

Your local hospice 24/7 telephone service, will be your first contact to provide advice and support.



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*The staff are very
supportive and quick
to respond if I call for
advice.*

A service user

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We are here for you

Call us 24/7 for additional support, a change of care needs, or if you have a question telephone 01444 470819.

St Peter & St James Hospice
North Common Road, North Chailey, Lewes BN8 4ED
contact@stpjhospice.org
www.stpjhospice.org

