

# City and Hackney End of Life services in COVID-19

Updated Dec 2020

Service name	Description of service	Contact details	Hours of operation
Advice and support hotline (St Joseph's)	Telephone advice from the palliative team on how to manage: pain, nausea, vomiting & restlessness, support with complex cases & distressed family members. Queries around referrals to the hospice where symptom control and care not able to be provided at home e.g. lives alone.	<b>0300 30 30 400</b>	24/7
Homerton in hours Community Nursing, Palliative Rapid Response (Homerton)	<b>For acute palliative care and immediate symptom management once medication has been prescribed.</b> Nursing led service that provides full range of end of life care. Service operational 7 days a week 08:30-23:30.	Central admin <b>0207 683 4144</b> will take messages and send to clinician  <b>Referrals</b> are via email 7 days/week 08:30-17:00. Out of hours or for any urgent response to end of life please call <b>0207 683 4144</b>	08:30 – 23:30 7 days/ week
GP Hot Hub/COVID Treatment Centres	GP led service delivering care to covid positive patients, including EoL drug administration and home visits. The hot hub will also hold a number of EoL drugs.	Accessed via individual GP practices	9:30 - 19:00 Mon – Fri
IIT (Homerton)	<b>Should be used for urgent equipment</b> needed in home eg. Commode and hospital bed if appropriate.	<b>020 8510 7750</b>	Monday—Friday 08:00—22:00 weekends/bank holidays 10:00—18:00
ParaDoc (Homerton)	<b>Admission avoidance service only, not an alternative to primary care or hot hub home visiting service</b> Rapid access service home visiting service staffed with GP and Paramedic who will prescribe and where appropriate, provided and/or administer medication to patients (including EoL drugs)	<b>0300 033 9930</b>	Mon – Sun: 12pm – 12am 7 days/week
Rapid Access Hotline (Homerton)	<b>Advice line for GP's only</b> Consultant manned phone line for urgent queries about management of elderly patients at home. Suitable for discussions around whether patients may be suitable for escalation and EoL during Covid 19	<b>07766 703 203</b>	Mon – Fri 9:00 – 17:00
Rapid Response Overnight Nursing Service (Marie Curie)	<b>OOH service only appropriate once medication has been prescribed.</b> Combination of registered nurses and healthcare assistants to deliver short term palliative nursing interventions comprising of advice, management of pain and other symptoms. Patients have the ability to access directly, please provide them with the service's mobile number and details of hours of operation.	<ul style="list-style-type: none"> <li><b>0203 370 2208</b> Local coordination centre (Mon to Fri 8am - 10pm, SS 10am - 4pm) ) <b>OR</b></li> <li><b>0771 484 7133</b> (From 10:00pm to 8:00am 7 days a week)</li> <li><i>Access prior to pandemic was via the St Joseph's hotline</i></li> </ul>	Mon – Sun 22:00 - 8:00am 7 days/week

Patients Resident in Islington and Haringey should be referred to the appropriate District Nursing Services as follows:

- Islington referrals - [arti.centralbooking@nhs.net](mailto:arti.centralbooking@nhs.net)
- Haringey referrals - [haringey.adult-referrals@nhs.net](mailto:haringey.adult-referrals@nhs.net)
- Telephone - 020 3316 1600 or 020 3316 1111

**Out Of Hours Referrals should be made by contacting**

**District Nursing Message Taking Service on 020 7288 3555.**