

**Macmillan Nurse
Palliative Care
Specialist Service
for people with
Learning Disabilities**
Families and Carer Information Leaflet

Shining a light on the future



This leaflet provides a brief summary of the service and contact information.

Aim of the service

The Macmillan service gives special support to individuals with learning disabilities in Northumberland.

- Provide a flexible/responsive/specialist service: assisting in the provision of Palliative Care for individuals with a learning disability who have a life limiting or terminal illness
- Using a specialist approach to raise the profile of people with learning disabilities and facilitating access to mainstream health care services, acting as a resource for advice, information and support.
- To work within the Northumberland Macmillan Team in providing appropriate symptom control and specialist Palliative Care.
- To offer support and advice to clients and their families, who are supporting an individual with a life limiting or cancer diagnosis.
- To offer support/advice to colleagues, professionals within formal and informal networks, including the provision of education and training as requested.
- To provide bereavement support sessions for individuals with a learning disability.

What will the Macmillan service provide?

The Macmillan team are nurses who have additional training which gives them expertise in pain/symptom control and emotional support for patients and their carers.

As part of the Macmillan service in Northumberland, a nurse who is specifically trained to care for people with learning disabilities will complement the delivery of specialist palliative care for this client group by working within the existing Macmillan team.

The Macmillan team work closely with the Primary Healthcare Team to help in the management and support of patients and their families/carers at any time in their illness from the point of diagnosis.

Please refer any patients/individuals you feel may benefit for referral to the service, or telephone me to discuss the service further.

Who can refer?

- Patients and their families
- Medical staff
- Other Macmillan nurses/physiotherapists
- Specialist nurses
- Social Services
- Allied health professionals

When/why you might refer

- Support at diagnosis
- Support in providing end of life care
- Pain/symptom management
- Help with investigations, diagnosis and treatment

- As a resource for advice/information
- Bereavement support
- Psychological support

Please email, telephone or fax to request a referral form.

Useful contacts

- PALS (Patient Advice and Liaison Service)
People at PALS will help you if you have a problem at hospital, if you need advice or support. They will find out information for you and will listen to you.

If you would like to speak to workers at PALS, you, or a member of staff on your behalf, can contact:

- Telephone: 0800 032 02 02
- Text: 01670 511 098
- Email: northoftynepals@nhct.nhs.uk
- Fax: 01670 511 260

Freepost RLTC-SCHH-EGXJ
North of Tyne PALS
The Old Stables
Grey's Yard
Morpeth
Northumberland, NE61 1QD

What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete on the Trust website www.ntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672

Contact details for Macmillan Nurse Palliative Care Specialist Service for people with learning disabilities:

Dorothy Matthews
Macmillan C.N.S Palliative Care (LD)
Macmillan Nurse Office
Medical Centre
Northgate Hospital
Morpeth
Northumberland, NE61 3BP

Tel: 01670 394 808
Mobile: 0776 680 0461
Fax: 01670 394 036
Email: dorothy.matthews@ntw.nhs.uk

Please note that information sent to the Trust via email is sent at your own risk.



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Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, BSL, easy read or other languages). Please contact the Patient Information Centre Tel: 0191 223 2545

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