



Directory of Wigan Palliative Care Services

CONTENTS

1.0 Palliative Care Definitions

2.0 Hospital Services

2.1 Hospital Palliative Care Team

2.3 Hospital Chaplaincy Department

2.8 District Nurse Liaison Service

2.9 Oncology Dietetic Service

2.10 Site Specific Cancer Teams Contact Points

2.13 Hospital Social Work

3.0 Community Services

3.1 District Nursing Service

3.3 District Nurse GP Attachment

3.6 Rapid Response

3.8 Marie Curie

3.10 Occupational Therapy

3.11 Physiotherapy

3.12 Crossroads

3.13 Home Care Support

3.15 Community Social Services

3.17 Children's Palliative Care/Complex Needs

Community Nursing Team

3.19 Spiritual and Religious Support
for Patients in the Community

3.21 Equipment

4.0 Hospice Services

4.1 Adult Hospice Services including Specialist

4.3 Palliative Care Services

4.5 Community Specialist Nurse Team

4.8 Paediatric Hospice Service

5.0 Out of Hours Services

5.1 Night Sitting Services

6.0 Pharmacies

6.1 Pharmacy Contacts

6.8 Interpretation Services

6.8 Carers Helpline

6.9 Helpful Websites

6.10 Contributors

PALLIATIVE CARE DEFINITIONS

The Definition for **Palliative Care** is the total care offered to a patient with a progressive illness and to their family when it is recognised that the illness is no longer curable. It concentrates on quality of life and the alleviation of distressing symptoms within the framework of a co-ordinated service. Palliative care neither seeks to hasten nor postpone death. It adopts a holistic approach, integrating psychological and spiritual aspects of care. In addition it offers support to informal carers during the patients illness and in bereavement. 'Family' is used as a general term to cover closely attached individuals whatever their legal status.

Palliative Care aims to promote both physical and psycho-social well being. It is a vital and integral part of all clinical practice, whatever the illness or its stage, informed by a knowledge and practice of palliative care principles and supported by specialist palliative care.

The key principles underpinning palliative care which should be practiced by all health professions in primary care, hospital and other settings comprise:

- Focus on quality of life which includes good symptom control,
- Whole-person approach taking into account the person's past life experience and current situation,
- Care which encompasses both the person with life-threatening disease and those that matter to that person,
- Respect for patient autonomy and choice (eg over place of care, treatment options, access to specialist palliative care),
- Emphasis on open and sensitive communication, which extends to patients, informal carers and professional colleagues,
- Palliative care is the total care offered to a patient with a progressive illness and to their family when it is recognised that the illness is no longer curable. It concentrates on quality of life and the alleviation of distressing symptoms.

Specialist Palliative Care, this was defined as palliative care provided by accredited specialists in palliative care who are working in multi-professional specialist palliative care teams. Locally these specialist services are provided by The Hospital Palliative Care Team and The Wigan & Leigh Hospice.

A group of healthcare professionals, including a man with grey hair and a woman with blonde hair in the foreground, and a man with a beard in the background, all smiling and wearing white coats. The image is overlaid with a teal color filter.

Hospital Services

HOSPITAL PALLIATIVE CARE TEAM

WRIGHTINGTON, WIGAN AND LEIGH NHS TRUST

Aims of the service

The Hospital Palliative Care Team consists of a Consultant Nurse and Macmillan Palliative Care Nurses. The service aims to provide Specialist Palliative Care advice for patients within the hospital setting. The Team liaises with other specialist Teams within the hospital setting - e.g. Acute Pain Team and with other Specialist Palliative Care Services across the region.

Points of access

The Hospital Palliative Care Team is based within the Cancer Care Suite at RAEI. Consultant Nurse Palliative - Christine Griffiths: 01942 773186 or 244000 and page Macmillan Palliative Care Nurses - Janet Irvine and Stewart Harrison: 01942 822009.

Referrals received from The attending Medical Team
Referrals for information or liaison accepted from other professionals, but involvement cannot be undertaken without agreement of attending Medical Team.

Referral uptake

All referrals should be directed to the answer-phone 822009. Calls will be returned in order to discuss the referral and prioritise in terms of urgency. Visits will be within three working days.

Accessibility

The service operates between Monday to Friday 8am - 4pm.
The answer-phone is cleared at intervals during the day.

Service provision

To assist the attending Team by providing Specialist Palliative Care assessment, advice and evaluation on care management and symptom control issues. This often requires involvement with the patient and their family or friends and liaison with other palliative care providers.

To provide General and Specialist Palliative Care education to all health care professionals in the hospital setting.

Client group served

All patients in the hospital setting with Specialist Palliative Care needs including those patients attending Out Patients or Day Case Departments.

HOSPITAL CHAPLAINCY DEPARTMENT

Wrightington, Wigan & Leigh NHS Trust

Aim of service

To offer both a spiritual and a religious resource to patients, staff, relatives and carers. To enable spiritual issues when raised to be addressed, or to be assessed as part of the palliative care needs of the patient. To provide specific religious support for those who require the ministry of the church/faith community

Points of access

The chaplaincy department based at Wigan Infirmary.

Referrals received from

Open referral.

Accessibility

There is chaplaincy cover for hospitals in the Wrightington, Wigan & Leigh NHS Trust and for hospitals and departments of the 5 Borough Partnership on a 24 hour/7 day a week basis. Chaplains can be contacted by pager, through any Trust switchboard.
Wigan 01942 244000
Leigh 01942 672333

The direct line for non-urgent messages is 01942 822324.

Service provision

Assessment of spiritual/religious needs.
Engaging with such needs as identified.
The sacramental ministry of the Christian church.
Advice on the needs of patients of all faiths.
Enable contact with appropriate clergy of other faiths.
Spiritual, religious and emotional support for relatives and carers Bereavement support.

Client groups served

Any person with a life threatening illness, and their family/carers, who is a patient with the Wrightington, Wigan and Leigh NHS Trust, and the 5 Borough Partnership.

Information for wards on the religious needs of the care of the dying

Wrightington, Wigan and Leigh NHS Trust

Christianity

- Most professed members of Christian Churches will welcome the ministry of the chaplains or of their own minister.
- Roman Catholic patients require the 'sacrament of the sick'. Anointing can be performed up to three hours after death.
- Church of England and Free Churches (Methodists, Baptist, United Reformed Church) will welcome prayers and in some cases anointing either before or immediately after death.
- Routine last offices are appropriate for all churches.

Christian Scientists

- There are no last rites.
- Christian Scientists wish to be free from post mortems unless required by law.
- Routine last offices are appropriate, a female body should be handled by female staff.

Jehovahs Witnesses

- There are no special rituals or practices.
- Patients who are very ill will appreciate a pastoral visit from one of their elders.
- There are no religious objections to post mortems or transplants.

Sikhism

The family will normally be present and will say prayers.

- The body may be covered with a plain white sheet.
- There is no religious objection to post mortem or transplantation.
- The body should be released as soon as possible to enable the funeral to take place.
- Sikhs are always cremated.

Judaism

Before death

- May wish to hear or recite special psalms especially Psalm 23 and the special prayer (The Shema).

At death

- Handle the body as little as possible.
- Burial takes place as soon as practicable, preferably within 24 hours of death.
- The eyes should be closed at or soon after death.
- If possible this will be performed by one of the children of the deceased.
- The body should be covered and left untouched.
- The immediate family, when notified, will contact the synagogue.
- If no family are available, the local Jewish undertaker or synagogue should be contacted.
- Coroners officers are very helpful in expediting arrangements for Jewish bodies so that the funeral need not be delayed.
- Orthodox Jews are always buried.

Buddism

(Practice varies among the different Buddhist groups)

The most important consideration relates to the state of the mind at the time of death. Buddhists believe that this will influence the character at rebirth.

Before death

- Patient may need time and space for meditation, or may seek counselling from a fellow buddhist.
- No objection to blood transfusion or transplantation.

At death

- No objection to a post mortem.
- No formal or ritual requirements after death.
- Most Buddhists prefer cremation.

Hinduism

Before death

- Prior to death, relatives may wish to read to the patient from the Hindu holy books.
- They may also wish to bring money or clothes for him to touch.
- Hindu patients prefer to die at home, this has religious significance.

After death

- Funerals must take place as soon as possible.
- Consult the family before the body is handled as distress may be caused if touched by a non Hindu. The family will usually want to wash the body at home.
- Wear disposable gloves before touching the body.
- Do not remove jewellery, or any religious objects.
- Wrap the body in a plain sheet.

Islam

Before death

- Patient may wish to sit or lie with his face to Mecca.
- Another Muslim, often a relative, may whisper the call to prayer into the ear of the dying patient.

At death

The body should not be touched by non Muslims. The body should be prepared according to the wishes of the family. However, if no family members are present...

- Do not wash the body, do not cut hair or nails.
- Wearing disposable gloves, close the eyes.
- Bandage the lower jaw to the head so that the mouth does not gape.
- Straighten the body immediately after death.
- Turn the head towards the right shoulder so that the body can be buried with the face towards Mecca.
- Cover with a plain sheet.
- Muslims are always buried, never cremated.

Contact names and numbers

Christian Churches

Chaplains have the numbers of all local clergy. Contact us through the switchboard or if not urgent on 2324

Bahai Faith

Peter Shiels 0161 224 6490

Buddhist

Graham Caterall 01204 403 602

Derek Wolland (Soka Gakkai International) 01942 740362

Jewish

Geoffrey Brodie (Manchester Beth-Din) 0161 721 4249

Hindu

Mr Lalit Dave 01204 533558 / 07974610262

Shree Swaminarayn Temple, Deane Road, Bolton

Islam

Yousaf Patel (Wigan) 01942 861400

Mufti Umar Ali (Wigan) 07736390286 / 01204 383014

Abdul Samad (Leigh Community) 01942 492002

Sikh

From the Manchester Sikh Temple (Gudwarda) 0161 832 2224

Nirmal Singh 01772 264321

Jehovah's Witnesses

Philip Low 01257 400252

James Hill 01942 241067

If information is needed for religions which are not included contact the Chaplains via Switchboard, and they will be able to help.

DISTRICT NURSE LIAISON SERVICE

Aim of the service

To ensure the smooth transfer of care between hospital and community settings and provide a seamless, holistic package of care for the patient, their relatives and carers.

To facilitate a mechanism whereby information is fed back into the hospital from within the community, thus establishing effective two-way dialogue.

Point of access

District Nurse Liaison Office Wigan Infirmary.

Referrals received from

District Nurses have an open referral system.

Communication methods

Cover for all hospitals within Wrightington, Wigan and Leigh NHS Trust.

Contact via phone, fax or bleep, from Monday to Saturday, between 8.30am and 5.00pm.

Telephone 01942 822007/739051. Answerphone is cleared regularly.
Fax 01942 822025. Bleep via switchboard 01942 244000.

Service provision

To provide a link between hospital, community and other statutory and voluntary agencies by fostering communication and liaison to ensure the continuity of care for patients and their carers.

To act as a resource for advice, information and support for hospital and community staff, patients and their carers – both formally and informally. To manage and monitor the District Nurse Liaison Service to ensure an effective and high standard of service to the patients, their carers, health, statutory and other agencies.

Client group served

Any referral source will be recognised and dealt with appropriately.

ONCOLOGY DIETETIC SERVICE

Aim of the service

To provide a dedicated nutrition and dietetic service for people with cancer, across the borough of Wigan, wherever the service is required.

Point of access

The nutrition and dietetic service based at Wigan Infirmary.

Referrals received from

Any member of the multiprofessional team.

Accessibility

The dietician can arrange to see a patient wherever they are within the borough, in hospital, nursing homes, hospice or their own homes. The dietician can be contact by pager or mobile phone.

Pager 07644 001798

Mobile 07880 746009

The direct line for routine calls and faxed referrals is 01942 822189.

Service provision

Assessment of nutritional requirements and status.

Advice on the potential impact of treatment on nutritional intake/status.

Provide patient and carers with dietary advice and nutritional support, tailored to individuals needs, prognosis and circumstances.

Assess patient requirements for artificial nutritional support.

Liaise with other members of the multiprofessional team regarding patient's dietary needs and nutritional support.

Provide ongoing monitoring and support to patient, family and carers.

Client groups served

Any person with a diagnosis of cancer, and their family/carers, who is a patient within the borough of Wigan. Any member of the multiprofessional team who would like advice on nutrition and cancer, whether general or patient specific.

SITE SPECIFIC CANCER TEAMS

Wrightington, Wigan & Leigh

Site	Medical Team	Local Oncologist	Contact Nurse	Contact No.	Main Wards
BREAST	Mr Harland	Dr Wilson	Christine Roberts CNS Brenda Walsh CNS Sue Whittle CNS	Bleep or 822017	Ward, Clinic Haigh
CHEMOTHERAPY	-		Vikki Tyrrell CNS Chemo sec. Ann Parkinson	822571 822574	Chemotherapy suite
COLORECTAL	Mr Blower Ms Mackenzie Mr Haque Dr Bliss	Dr Cowan	Yvonne Chantler CNS Mal Caulfield CNS	Bleep or 822034	Ward, Clinic, Home Swinley Langtree

table continued

Site	Medical Team	Local Oncologist	Contact Nurse	Contact No.	Main Wards
DERMATOLOGY	Dr Stewart Dr Yell Miss Feldberg	Dr Allan	Surgical Outpatients Department	Secretary Anne Parkinson 822574	-
HEAD & NECK	Mr Pothula Mr Izzat Mr Kumar	Dr Allan	Cath Cameron CNS	Bleep or 822581	Ward, Clinic Orrell
GYNAECOLOGY	Mr Martin	Dr Cowan	Julie Gaskill CNS	Bleep or 01695 62631	Ward M4 Ward Clinic M4 Billingie Hospital
HAEMATOLOGY	Dr Pendry Dr Bhavnani	Dr Cowan	-	-	Shevington Standish

table continued

Site	Medical Team	Local Oncologist	Contact Nurse	Contact No.	Main Wards
LUNG	Dr Wolstenholme Dr Wardman Dr Wahbi	Dr Cowan Dr Yap	Edna Wilcock CNS	Bleep or 822260	Ward, Clinic Winstanley Highfield Shevington Observation Ward
UROLOGY	Mr Lau Mr Hussain	Dr Cowan	Lynne Wood CNS Sue Fowler CNS Fiona Sexton CNS	Beep or 822370	Ward, Clinic
UPPER GI (OESOPHAGUS /STOMACH AND HEPATOBILARY)	Dr Ang Dr Bliss Dr Greer	Dr Cowan	Alison Jones, Nutrition CNS Chris Peel CNS	Bleep or 822526 Bleep or 773459	Astley Highfield

HOSPITAL SOCIAL WORK

Hospital Social Workers are employed by Wigan Social Services Department. Hospital Social Workers help to facilitate a safe discharge from hospital by co-ordinating an assessment of need based upon an individual's physical and/or mental health.

Point of access

The Hospital Social Work Department is the first point of contact for patients who are receiving treatment on a ward, if they feel help is required from a Social Worker. Members of a multi-disciplinary team (MDT) on a ward are able to refer directly to the Social Work team. There are three routes:

- Referrals for those patients aged over 65 on Gee and Taylor ward at Whelley Hospital and Wards 2, 3, 4 and 5 at Leigh Infirmary should be sent to the Older Persons team by fax on: 01942 264600.
- Referrals for other patients aged over 65 should be sent to the Older Persons team based at Royal Albert Edward Infirmary (RAEI) by fax on: 01942 822593.
- Referrals for those patients aged under 65 should be sent to the Under 65's team by fax on: 01942 766959.

Please note a patient needs to consent and sign the referral document prior to a referral being made.

Referrals received from

Members of the MDT.

Accessibility/Hours of services

Tel 01942 822117 Older Persons team at RAEI, over 65.
 Tel 01942 264597 Older Persons team at Leigh Infirmary, over 65.
 Tel 01942 700889 Hospital Discharge Social Work team at Disability Resource Centre, under 65.
 8.45am - 5pm - Monday to Friday.

Duty Social Worker to respond in matters of emergency 8.45am to 5pm - Monday to Friday. For out of hours please refer to Social Services section - Central Duty Team.

The Hospital social work team consists of:

Social Work and clerical staff.

At the Older Persons team based at RAEI, a Hospital Finance Benefits Officer may offer assistance with enquiries regarding benefits, i.e. help with DS1500 and other benefits.

Service provision

The hospital Social Work service provides a full assessment of need and plans accordingly a care package to meet those needs, whether that be at home or an alternative placement. Hospital Social Workers are able to speak with all members of MDT and family/carers involved in the care.

In terms of types of services, please see Social Service section. Additionally: Post discharge monitoring and reviewing of care arrangements.

Client Group served

All ages.



Community Services

DISTRICT NURSING SERVICE PATIENTS WITHIN THEIR OWN HOMES

Aim of the service

To offer the opportunity for people with a life threatening illness to be nursed at home and to die at home if they express a desire to do so. This is achieved by adopting a patient centred approach and providing a high standard of care to patients and their relative/carer/friend in collaboration with other health professionals.

Point of access

The District Nurses can be contacted as listed in Appendix 1.

Referrals received from

District Nurses have an open referral system including referrals from:

- General Practitioners
- Self/relative
- Social Services/Home Care
- Specialist Nursing Services
- Rapid Response Team
- Hospice
- Intermediate Care
- Podiatry
- Physiotherapist
- Occupational Therapist

Accessibility

The District Nursing Service operates 24 hours a day, 7 days per week.

Communication methods

Day staff

Each District Nursing Team can be contacted by telephone. Voicemails are checked at 08.30 hours and frequently throughout the day. (See attachment for a list of telephone/voicemail numbers.)

Each District Nursing Team also holds a mobile telephone (See attachment).

Out of hours staff

The Out of Hours District Nursing Staff are based at Incefield House with the Out of Hours GPs and can be contacted on 01942 775800. There is a voicemail at the base which is checked frequently throughout shifts. The fax number is 01942 775801.

The Out of Hours District Nursing Sister also holds a mobile telephone (see attachment).

Service provision

- Holistic assessment of needs, including pain and symptom control
- Multi disciplinary approach to care delivery/collaborative care delivery
- Nursing care as identified through assessment
- Recognise deterioration of condition and plan accordingly, eg pro active planning medication if dysphagia occurs
- Frequent review and evaluation
- Support to patients and carers
- Education to patient and carer
- Explain services at an early stage and refer as appropriate, eg Out of Hours District Nursing, Marie Curie, Macmillan, Hospice day care, voluntary sector, Rapid Response, Social Services
- Handover between shifts (see Handover form)
- Initiate financial assistance, eg DS1500, Macmillan Grant Forms
- Bereavement support

Client group served

Any person with a life threatening illness who chooses to die at home.

DISTRICT NURSE GP ATTACHMENT AND DIRECT DISTRICT NURSE CONTACT NUMBERS

GP	District Nurse Clinic	District Nurses Tel No.	District Nurses Mobile No.
Ashworth, Jones, Valentine Mukerjee, Arya & Sharma Pitalia, Pitalia, Aslam, Saxena & Cadman Pal & Pal Levine & Ratcliffe	Ashton	01942 775310	07979 703086
Ghosh & Sharma Vasanth & Sheshappa Hatikakoty Thompson, Thomson & Rawson Sahni Atrey & Atrey	Atherton	01942 894290	07979 703105
Mughal, Souther, Lane, Hacking, Ellis, Kreppel, Seabrook, Ahuja Lord, Unsworth, Marwick, Robin Graham, Turnbull, Tony Graham Wilson D & A Trivedi Das Tomar & Gupta Mercer, Raabe & Hind	Beech Hill Clinic Beech Hill Medical Centre College Street Health Centre	01942 775368 01942 775390 01942 775450 01942 775451 01942 775452	07979 703092 07979 703091 07979 687799

GP	District Nurse Clinic	District Nurses Tel No.	District Nurses Mobile No.
Speilman, 07979 703099 Richardson, Green & Thornley Fox Siddiqui & Lewis Doublet-Stewart & Dongre Doublet-Stewart & Martin Martin	Grasmere Street Health Centre	 01942 775545 01942 775546	01942 775544
Anis & Anis Sarker Ladiyala & Charlou Bajaj Pal Shahbazi & O'Connell Xavier	Golborne	01942 775502 01942 775503 01942 775504 01942 775505	07979 541620
Holme, Hart, Brodie & Tankard Burza & Ninan	Hindley, Market Street Hindley Clinic	01942 775620 01942 775621 01942 775571 01942 775572 01942 775573	07979 703098 07979 703098
Nagrani & Chalasaru	Ince Team (based at Hindley Clinic	01942 775570	07979 703103
Prabhu, Kamath, Patel & Raynor Smith, Sutton & McMillan Ahuja & Seabrook	Longshoot	01942 775636 01942 775637 01942 775638	07979 703097
Shaw, Owen & Angior	Marsh Green	01942 775847 01942 775848	07979 703094

GP	District Nurse Clinic	District Nurses Tel No.	District Nurses Mobile No.
Saxena Kirk, Jacks, Gerlach & Lippett Dalton Russell & Kumar Ollerton Zaman & Zaman	Marus Bridge Health Centre	01942 775686 01942 775687 01942 775688	07979 703104
Flood, Heaton & Chang Ryder Suntha, Stretch, Smith, Bajkowski & Ah-Weng O'Brien, Wilson, Philips, Peach & Craighill	Orrell Clinic	01942 775849 01942 775850	07979 703095
Bezzina, D'arifat & Elislam Sharma	Pemberton Clinic	01942 775845 01942 775846	07979 703100
Griess & Gill Xavier Ullah Trivedi	Platt Bridge Clinic	01942 775733 01942 775734	07979 703090
Fallon, Trace, Munro, Pollard, Bose, Winstanley, Lancaster & Mercer	Shevington Clinic	01257 501307	07979 703088
Ghalyini, Arthur, Hall, Van Spelde & Burkinshaw	Standish Clinic	01257 501325 01257 501326	07979 703096
Juma, Yakes & Rhodes Patel & Patel Khatri & Rutter Alva & alva Reddy & Wilkinson Noronha & McCorkindale	Tyldesley Clinic	01942 870471	07979 703101
	DN Out of Hours Service at Incefield House	01942 775802	01942 775800

RAPID RESPONSE TEAM (INTERMEDIATE CARE SERVICES)

Aim of the service

The inter-disciplinary Rapid Response Team aims to provide people who live within the Wigan and Leigh area with an alternative to hospital admission and facilitate discharge from hospital by providing high quality co-ordinated care.

Point of access

All referrals must be faxed through a single point of access.

Accessibility: Telephone/Answerphone: 01942 822699

Mobile No: 07778 768958

Rapid Response Team Pager: 07693 431662

Fax: 01942 822675

Referrals received from

Open referral

Nursing intervention is provided for up to 72 hours, but this can be extended in certain circumstances i.e. palliative care patients.

Accessibility

Rapid response team

0800 to 2000 hours, 7 days per week. Referrals received after 2000 hours will be responded to at the discretion of the nurse on duty.

The Rapid Response Team consists of:

Occupational Therapists 5 days per week
Response time to a referral is within 4 hours

Physiotherapists 5 days per week

Social Worker 5 days per week
Response time to a referral within 72 hours

Nurses/support workers 7 days per week
Response time to a referral within 2 hours

If any member cannot respond within the response time, a phone call will be made to the referrer.

Service provision

Social care support
Nursing support from qualified or unqualified
Physiotherapy and Occupational Therapy support
Social Work support
Equipment support (if accepted as a Rapid Response Team patient)

Client group served

All patients 18 years of age and over. Excluding any patients with needs that the Rapid Response Team deems cannot be safely met in the community.

MARIE CURIE NURSING SERVICE

Aim of service

The stated aim of the Marie Curie Nursing Service is to provide high quality palliative nursing care for patients with cancer, dying at home, if that is their wish; and to provide support for their carers.

Point of access (centralised)

Marie Curie Nursing 0845 0567899

Referrals received from

DNS (E,F & G Grades)

DN Liaison (Hospitals)

Palliative Care Team (One shift only)

GP (One shift only)

Accessibility

7 days a week

08.00-22.00

No Service Christmas Day and New Years Day

Shifts

No less than 3 hours

Usual Shift 7am – 2pm early

2pm – 10pm late

9pm – 7am

Grades

RGN and Care Assistants

Service provision

The Marie Curie Nursing Service provides palliative nursing care to terminally ill patients and support for their carers.

The Marie Curie Nursing Service compliments the District Nursing Service and works with the Primary Health Care Team.

Marie Curie Nurses and Care Assistants working for The Marie Curie Nursing Service are experienced at working in the palliative care field.

The aim is to ensure that all nurses and care assistants undertake additional education and training. We provide level two education for qualified staff and a foundation course for care assistants. This is a mandatory requirement for all future appointments. This education is also available to nurses outside Marie Curie Cancer Care.

Client Group Served

Patients with a diagnosis of cancer who are in the terminal stages of their disease and who require nursing care.

Funding

Nursing care for cancer patients between Marie Curie Cancer Care and the NHS is match funded.

Marie Curie Nurses and Care assistants are employed by Marie Curie Cancer Care who incur the cost of employment, training and development.

Referrals are accepted for non-cancer patients through Marie Curie Nursing at 100% cost to the NHS.

Co-ordinating the service

It is important that the District Nurse gives the Marie Curie Nursing Co-ordinator the patient's postcode. Marie Curie Nurses are matched up to patients using the patient's postcodes. Marie Curie Nurses work within postcode areas.

Communication method

Once a Marie Curie nurse has been booked, it is the responsibility of the District Nurse to contact that nurse to give a verbal handover. District Nurses are asked not to give patients/relatives the Marie Curie nurse's telephone numbers. The Marie Curie nurse will contact the patient/relative to introduce herself prior to the shift and to give an approximate time that s/he will arrive at the patients home.

The Marie Curie nurse will contact the District Nurse after the shift should there be any change in the patients condition etc. In the event of the patients sudden deterioration/death the Marie Curie nurses will contact the District Nurse/GP at the time for assistance/advice.

OCCUPATIONAL THERAPY

Aim

The Occupational Therapy Palliative Care service aims to provide assessment, treatment and support to people in the Ashton, Leigh & Wigan area who have a palliative care need. The aim of the service is to promote independence whilst enabling the service user and their carers to maintain their dignity and safety.

Point of access

The Occupational Therapy Palliative care service is based at the Wigan & Leigh Hospice. It is part of the Ashton, Leigh & Wigan Primary Care Trust's Intermediate Care Team.

Referrals received from

Referrals are accepted from any health care professional and qualified social service staff. Referrals are prioritised by need. Referrals should be made to the single point of access at Whelby Hospital. Fax: 822675. Response times are within 3 working days but all attempts are made to respond more quickly where possible.

Accessibility

Telephone 01942 525566 Fax number 01942 525577
Referrals should be faxed to 01942 822675.

Hours of service

Monday – Friday 9.00 until 4.00. An answer machine is also operated - messages are taken during office hours. The Occupational Therapy team consists of: state registered occupational therapists and Occupational Therapy assistants from the intermediate care team.

Service provision

- Assessment of need
- Treatment
- Provision of equipment
- Monitoring situation and responding to changes
- Support for clients and carers
- Liaison with other disciplines

Client Group

Any adult (over 16) living in Ashton, Leigh and Wigan Primary Care Trust area who has a palliative care need or who is in the terminal stages of their illness.

PHYSIOTHERAPY

Aim

The Physiotherapy palliative care service aims to provide assessment, treatment and support to people in the Ashton, Leigh & Wigan area who have a palliative care need. The aim of the service is to promote independence whilst enabling the service user and their carers to maintain their dignity and safety.

Point of access

The physiotherapy team is part of the community rehabilitation team. It is part of the Ashton, Leigh & Wigan Primary Care Trusts Intermediate Care Team.

Referrals received

Referrals are accepted from any health care professional. Referrals are prioritised by need and responded to as quickly as possible.

Point of access

The physiotherapy palliative care service is part of the community physiotherapy team. This is part of the intermediate care service.

Telephone 01942 822632 Fax number 01942 822675

Hours of service

Monday – Friday 8.00 until 4.00. An answer machine is also operated – messages are taken during office hours.

The physiotherapy team consists of: State registered physiotherapists and a technical instructor.

Service provision

- Assessment of need
- Treatment
- Provision of equipment/walking aids
- Monitoring situation and responding to changes
- Support for clients and carers
- Liaison with other disciplines

Client group served

Any adult (over 16) living in Ashton, Leigh & Wigan area who has a palliative care need or who is in the terminal stages of their illness.

CROSSROADS - Caring for Carers

Service specifications

Aim of service

To promote, offer, support and deliver high quality services for Carers and those with care needs in the Wigan Borough.

Points of access

Respite care provided in Carers own homes - Contact the Crossroads office at address shown below.

Referrals received from

Referrals may be received from any source ie Statutory, Voluntary or Independent organisations and Carers relatives or friends, or cared for persons themselves.

Service provision

Trained care support workers (paid part time) go into the Carers home to take over the caring tasks, giving the Carer an essential break. This service is provided 24/7. Night service available through social worker.

Client groups served

- Carers of all ages
- Carers of children and adults with disabilities
- Carers of older people
- Carers of people with terminal illness
- Carers of people with a mental illness
- Young carers

Contact numbers

Tel: 01942 700612

Fax: 01942 206006

Email: mike@crossroads200.freeserve.co.uk

HOME CARE SUPPORT

Aim

To provide a range of services which enable people to remain at home.

Point of access

Central Duty Social Work Team based at Hyndelle, Lodge Hindley
Tel 01942 828777

Referrals received from

Open referral system

Accessibility (once a Home Care Service is in place)

Hours of service – 6am – 10pm 7 days per week
(however the service can extend beyond these times)

Contact Details – Monday – Friday 9am – 5pm

Base (North) Aspull Area Office

Contact Number Aspull 765461
 Wigan 765459
 Ince 765462

Base (South) Leigh Town Hall

Contact Number Leigh 404570
 Golborne 404517
 Tyldesley 404528

Monday – Friday 7am – 9am and 5pm – 10pm

Base – Aspull Area Office 832592

Saturday and Sunday 6.30am –10pm

Base Aspull Area Office 832592

Service provision (There may be a possible charge for the following services based on a financial assessment.)

- Personal Care eg dressing, toileting, washing and bathing.
- Assistance with continence problems.
- Assistance with daily living tasks eg shopping, preparing/provision of meals, paying bills/budgeting.
- Administer medication.
- Limited domestic tasks.
- Palliative Care night sits.
- Respite visits.

Client group served

Any Service Users meeting the criteria for Palliative Care provision.

COMMUNITY SOCIAL SERVICES

Aim

The aim of the Social Services Department is to help the most vulnerable members of the community by providing a variety of services to meet their individual needs.

Point of access

The Central Duty Team are the first point of contact for people who think they need help from a Social Worker.
(01942 828777)

Referrals received from

Open referral

Response Times:

Immediate – 6 hours

Urgent – 3 days

Routine – 5 days

Accessibility/hours of service

Telephone – (01942) 828777 – (01942) 828791

(8.45 am to 8 pm Monday to Friday and 8.45 am to 1 pm Saturdays)

Emergency situations only (outside normal office hours)

Emergency out-of-hours – Social Worker – (0161 834 2436)

The Central Duty Team consists of:
Clerical and Social Work staff

Service provision

The Central Duty Team offers:

- On-the-spot information about services
- Immediate advice and guidance
- Referrals to an appropriate Social Services team
(a member of the team will contact the individual with regards to the help available)
- Redirection to a more appropriate source to deal with the request if Social Services are unable to help.

NB: Please note there may be a charge for service provision pending a financial assessment.

Types of services available

Following an assessment of need a social worker would have direct access to:

Advice and information

- Day services in a day centre/luncheon clubs
- Assessment of carer needs/carer support
- Respite care (short term break)

- Information and guidance to facilitate individuals to stay in their own home.
- Meals on Wheels – frozen and hot meals.
- Home care – personal and practical help around the home.
- Help to make arrangements for residential and nursing care.
- Monitoring and reviewing care arrangements either alternative care or home circumstances.
- Short stay assessment period/rehabilitation to decide upon how a persons needs are best to be met (depending on prognosis) – residential and nursing environment.
- Befriending scheme.
- Careline telephone.
- Specialist assessment to identify carer centred problems and goals.
- Social work supportive role.
- Palliative Care Night sitting service (refer to out of hours service).

Links to

- Aids and adaptations to home/aids to help daily living.
- Equipment in the home - for long term need (Occupational Therapy).
- Sensory disabilities services.
- Personal advocacy scheme.
- Mental health services.
- Welfare rights benefits advice/initiate DS1500/financial assessments.
- Access to bereavement supportive services.
- Trigger for referrals to other specialist palliative services.

Client group served

Any age.

CHILDREN'S PALLIATIVE CARE/COMPLEX NEEDS COMMUNITY NURSING TEAM

Aim of the service

- To deliver quality nursing care to children and young people with palliative/complex needs within their own homes and or support their care within their chosen environment whenever possible.
- We will strive to provide nursing care, support and specific information/skills to families of children, where there is an underlying life threatening or life-limiting illness by providing optimum holistic care embracing the child and families physical, social, emotional and spiritual needs.
- We will strive to identify all available resources within the community and liaise with all relevant professional colleagues to ensure the provision of a quality service. We are a new service within the Ashton, Leigh and Wigan primary care trust, we are initially funded by NOF (new opportunities fund).

Point of access

Our team of five nursing staff is based at Incefield House, 234 Ince Green Lane, Wigan.

We do not have the facilities to review patients within our base, we will visit the children/families within their homes or other care settings, such as hospice or respite care as requested by the families or fellow professionals, within the boundaries of the Ashton, Leigh and Wigan Primary Care Trust.

Referrals from

Referrals are encouraged via telephone contact. Referrals may be made by any allied healthcare professional, members of the social services or voluntary sector and directly from families. Each referral will be assessed on an individual basis.

Accessibility

We are currently available, Monday to Friday 8am until 8pm and Saturday and Sunday 10am until 4pm; we are not currently available on bank holidays. Our contact number is 01942 775803 with available voicemail.

Service provision

- Specialist palliative/complex nursing care and support within the home setting, provided by experienced children's nurses.
- A flexible approach in order to meet the families healthcare needs.
- Advice, support and specific training for families, carers and schools/nurseries.
- Liaison with fellow healthcare professionals on behalf of the families within our care.
- Co-ordination and facilitation of all equipment provision.
- Administration of cytotoxic therapies within the home setting
- Our service is available for children with palliative care needs, tracheostomies, oxygen dependence, cardiac conditions, cancers and any child with current or likely future complex healthcare needs.

Client group

0 - 16 Yrs

Where necessary the team will assist with transition into adult care.

Sister Danine Pasquill - Team Leader.

SPIRITUAL AND RELIGIOUS SUPPORT FOR PATIENTS IN THE COMMUNITY

There is a network of support and care existing in the community for people who are terminally ill at home.

Elements of this are:

- Members of local churches/faith communities, will more than likely be seen at regular intervals by clergy and lay people from their church.
- Lapsed church members who are no longer known to the local church who nevertheless experience spiritual needs may find helpful the ministry of the local church.
- People who have never had any contact with faith/religious communities yet whose illness creates spiritual and possibly religious needs not previously experienced.

In the latter two cases it may be appropriate for the patient to have the opportunity to have contact with someone who can help them work through what is going on. By the nature of things, there is no one person or telephone number through which contacts can be made. Contact with the right person depends on the sensitivity and local knowledge of those who may be seeing the client.

Talking to someone who represents the local church or faith community may help in putting them in contact with the right person. The following list of telephone numbers is of key clergy within their faith communities.

The clergy listed below will be able to supply details of local clergy listed in the different areas of the borough.

C of E

Area Dean Wigan West

Rev Canon John Taylor 01942 243896

Area Dean Wigan East

Rev Canon David Long 01942 864383

Area Dean Leigh

Rev Canon Bill Baldwin 01942 874666

Chaplain, Wrightington,
Wigan and Leigh NHS Trust

Rev Ray Hutchinson 01942 822324

RC

Area Dean Wigan

Rev Fr P McNally 01942 244864

Area Dean Leigh

Rev Fr Stephen Cooper 01942 883395

Methodist Church/Free Churches

Contact through Queens Hall 01942 2443581

Independent Methodists 01942 223526

Refer to other section for specific information on the religious needs of the dying.

EQUIPMENT

General information equipment for palliative patients

The following health care professionals can access equipment:

- District Nurses.
- Occupational Therapist - Health and Social Services.
- Physiotherapists.

The type of equipment that can be accessed by each professional will vary and the following chart summarises who can access which pieces of equipment and from where this is accessed.

Long term equipment (that which is needed for more than 3 months) should be provided by the Social Services department from the outset.

Short-term loan equipment can be provided by the Primart Care Trust provided that the appropriate professional has carried out an assessment and the equipment is available. Patients that are in the terminal stages of their illness should have their equipment provided by the health service. The prognosis may need clarification prior to provision of the equipment from the Trust as this depletes stocks held by the Trust.

The Community Rapid Response Team have a small stock of Trust equipment. This is for use by this team only and can be accessed for patients who have been accepted onto the Rapid Response Team.

This system of provision is likely to change with the implementation of integration of the joint equipment services following the NHS Plan (2000).

Equipment supplied by the district nursing service

All equipment is provided following a full holistic assessment by the District Nurse and must meet the core criteria for issuing of equipment.

- Hospital Profiling Beds
- Electric Back Raisers
- Cot sides (issued under strict issuing criteria and risk assessment)
- Monkey Poles
- Commodes
- Drip Stands
- Catheter Stands
- Bed cradles
- Male/Female urinals/bed pans
- Mattress elevators
- Hoists

Pressure relieving equipment

- Propad Overlays
- Soft Form Mattresses
- Tempur Overlays
- Pressure Relieving Heel Muffs
- Auto Excel Active system
- PPS 1000 Active System
- PPS 2000 Active System
- Pegasus Airwave Active system
- Propad Cushions
- Flo-tech Cushions
- Flo-tech Plus Cushions
- Flo-tech Solutions Cushions
- Pegasus Active Cushions
- Care Chair Active Cushions
- Humidifiers
- Suction Machines
- Portable Suction Machines
- Bed Raisers
- Head Cushions

Equipment	Accessed by District Nurses	Accessed by Health OT	Accessed by Physio	Accessed by Social Services OT
Toileting				
Raised toilet seats		√		√
Free standing toilet frame	√		√	
Scandia toilet frame		√		√
Commode	√	√		√
Glideabout commode		√		
Combi toilet		√		√
Urine bottles	√			
Female urinals	√			
Bathing				
Bath board		√		√
Bath seat		√		√
Shower board		√		√
Bathmaster		√		√
Shower stool		√		√
Rails		√		√
Hoists	√	√		√
Beds				
Hospital beds	√			
Profiling beds	√	√(2 for rehab)		
Bed cradles	√	√		
Bed levers		√		√
Monkey poles	√	√		
Raising Units				
Chair raisers		√		√
Bed raisers	√	√		√

table continued

Equipment	Accessed by District Nurses	Accessed by Health OT	Accessed by Physio	Accessed by Social Services OT
Wheelchairs				
(permanent provision)	√			
Miscellaneous				
Trolleys		√		√
Dressing aids		√		√
Adapted cutlery		√		√
Perching stools		√		√
Foot stools	√	√		
Mattresses	√			
Pressure relieving cushions				
- Active systems	√	√	via	
- Non active systems	√	√	wheelchair service	
Mattress elevators		√		√
Pillow elevators		√		√
Wheelchairs			√	
Walking Aids			√	
Sticks			√	
Elbow crutches			√	
Zimmer frames			√	
Wheeled zimmer frames			√	

A group of smiling people, including a man and a woman in the foreground, wearing white shirts. The image is overlaid with a teal color filter.

Hospice Services

HOSPICE SPECIALIST PALLIATIVE CARE SERVICES

WIGAN AND LEIGH HOSPICE

Aim of the services

The Hospice is an independent charitable organisation providing specialist palliative care services through a multi-disciplinary approach for the adult population of Wigan Metropolitan Borough.

Within its resource constraints the Hospice aims to work closely with all other care providers to provide seamless quality services to people living with a non-curative life-threatening illness and their carers.

It is also committed to providing needs-assessed, research and evidence-based palliative care education, both in-house and through outreach educational programmes.

Points of access

All services can be contacted by phone via a central switchboard.

Telephone Number 01942 525566

Fax Number 01942 525577 (Clinical) Fax Number 01942 526596 (Management)

Referrals received from

- The patients General Practitioner.
- Consultant Physician or Surgeon.
- Community or Hospital Based Macmillan or other specialist nurses.
- District Nurses.

In no case will contact be made with the patient without the express prior permission of the patients GP nor without the patient being aware of their diagnosis and that hospice involvement has been requested.

Referrals should be made on the Hospice Referral Form and/or by letter. Referrals should be made as early as possible in the patient's illness. This allows us time to conduct a thorough needs assessment and to develop a therapeutic relationship. Where late referral is unavoidable, the referring clinician is invited to discuss the patient with a hospice doctor and follow this up with a faxed referral form.

Accessibility

This is not an emergency service, it does not have the financial resources to maintain 24 hour, 7 day per week admissions. All services can be accessed Monday to Friday 9am to 5pm via the switchboard.

Out of hours specialist advice can be accessed via the central phone number through the inpatient unit and where necessary the on call hospice doctor. Domiciliary visits cannot be made out of hours.

Service provision

The Hospice offers a wide range of services, which are free at the point of access:

In patient care

- The inpatient unit has 12 beds for assessment/symptom control, respite care, rehabilitation, terminal care.

Response times

- All faxed or telephone requests for admission are considered by a hospice doctor on the day of referral Mon-Fri.

Day Hospice

- The aim of the Day Hospice is to rehabilitate patients who are living with and dying from an incurable disease, to achieve their full potential. Whether that be physical, emotional, spiritual or social potential.
- It aims to support families and carers through their loved ones illness
- Day Hospice offers 15 places on each day it is open. Patients attend the day hospice from 10am to 3pm daily.
- A wide range of therapies are available to the patient and are offered on a needs assessed individualised basis.
- Once the patients specialist needs are met they will be discharged from the service. They may be re referred if new specialist needs develop.

Complementary Therapy Support Days:

NB: This service can only be accessed via hospice personnel for existing hospice patients or carers.

- The service forms part of the Hospices Patient and Carer Support Service. Services are offered to patients and their informal carers on a needs assessed basis.
- Therapies are offered for a block of six weeks and then reviewed.
- The aim of these days is to offer Holistic Therapies that treat the whole person as not just a collection of symptoms.

They are designed to complement conventional medical management by helping the person to:

- deal with the treatment itself
- minimise side effects
- recover from the shock of diagnosis, relapse or bad news
- adopt a positive outlook on life
- develop relevant coping strategies

COMMUNITY PALLIATIVE CARE SERVICES

Please see separate detailed service specifications.

Patient and Carer Support Services and Bereavement Care

The Hospices Patient and Carer Support Worker offers a range of therapeutic inputs and skills to:

- assess the bereavement needs of patients and their significant others

After bereavement the Patient and Carer Support Worker and a dedicated team of trained volunteer bereavement support workers offer bereavement support and services either in the carers own home or at the hospice dependent upon need. The service is designed to help carers both to deal with the stresses of caring and to help them develop positive coping strategies.

Research and education

The Hospice is committed to education and the self-development of all personnel and to sharing our specialist knowledge and skills with other agencies in the community and hospital settings.

The service offers a variety of in-house education activities and external collaborative education programmes to all disciplines and venues including nursing homes.

Planned educational sessions are advertised and disseminated across all care settings. For up to date information the department can be accessed 9am to 4.30pm Monday to Friday via the Hospice switchboard.

Client group served

Those patients requiring specialist palliative care who are living with:

- A malignant disease process
- HIV related illness(es)
- Neurological degenerative life-threatening disorders, not associated with an ageing complex, eg Multiple Sclerosis, Motor Neurone Disease, Cerebral Palsy, Huntingdon's Chorea.
- Other palliative/terminal conditions eg end-stage cardiac, renal, pulmonary disease and other conditions, following discussion with a hospice doctor.

Due to the specialist nature of the services the Hospice cannot offer long term residential care.

COMMUNITY SPECIALIST NURSE TEAM

Aim

The Specialist Community Nurse Team of Wigan and Leigh Hospice is committed to a holistic approach to care aimed at achieving the best possible quality of life for those individuals and their significant others living with a life-threatening illness who require specialist palliative care services.

Point of access

Wigan and Leigh Hospice (Tel 01942 525566 Fax 01942 525577)

Referrals received from

GP
Hospital Consultant
Hospital Palliative Care Team
Site Specific Nurses
Cancer Centre eg. Christie Hospital
District Nurses

If referral source other than GP, permission needed prior to visit.
Referral response time - urgent 48 hours, routine within 5 working days.

Accessibility

9 - 11.00 Monday to Friday
9 - 16.30 Messages can be left with the Medical Secretary during these hours and Specialist Nurses can then be located by mobile phone.
Contact Point Wigan and Leigh Hospice. Individual mobile numbers plus clinic attachment.

Shevington	Mobile 07764 431075
Standish	
Beech Hill Health Centre	
Beech Hill Medical Practice	
Marus Bridge	

Ashton	
Pemberton	Mobile 07764 431072

Platt Bridge
 Longshoot
 Hindley Health Centre Mobile 07764 431078

Golborne
 Tyldesley Mobile 07764 431073
 College Street, Leigh

Hindley Market Street Mobile 07764 431078
 Grasmere Street
 Atherton

Service provision

- Assessment of Pain and Symptom Control.
- Continuing monitoring and support.
- Referral to day Hospice for Traditional Day Therapy and Complimentary Therapy Support Day.
- Referral for inpatient admission.
- Referral liaison to district Nurse/GP/OT/Physio/Social Services/Dietician.
- Outpatient or domiciliary medical assessment and advice.
- Hospital Macmillan Service.
- Volunteer Hospice Sitters (sitting service only, no hands on care provided).
- Education and Resource for District Nurses.
- Involvement with case conference if potential problems envisaged on discharge.
- Assistance to complete benefit forms and request of DS1500 if not already completed.
- Marie Curie.
- Macmillan Grant Forms.
- Access to Bereavement Service.

Client group served patient categories

- A malignant disease process.
- HIV related illness(es).
- Neurological degenerative life-threatening disorders, eg MS, MND.
- Non-malignant disease, eg end stage cardiac disease

SPECIALIST COMMUNITY NURSES**Clinic attachment****Sheelagh Pedder**

07764 431075

Shevington
Standish
Beech Hill Health Centre
Beech Hill Medical Practice
Marus Bridge
7 District Nursing Teams

Julie Atherton

07764 431072

Ashton
Pemberton
7 District Nursing Teams

Rita Lusher

07764 431078

Platt Bridge/Longshoot
Hindley Health Centre
6 District Nursing Teams

Jan Hooton

07764 431073

Golborne
Tyldesley
College Street, Leigh
7 District Nursing Teams

Pam Houghton

07764 431078

Hindley Market Street
Grasmere Street
Atherton
5 District Nursing Teams

DERIAN HOUSE CHILDRENS HOSPICE

Chancery Rd, Astley Village, Chorley, Lancashire PR7 1DH

Aim of the service

This is a regional service which covers a population of 6.894 million.

- Provide holistic family centred care for children and their families who are suffering from life shortening/limiting conditions
- Provide home from home environment.
- Deliver terminal care in the community or hospice.
- Ensure care is given by appropriately experienced/ trained staff.
- Give access to play and other therapies e.g. aromatherapy, pet therapy and in so doing, promote quality of life.
- Bereavement service for families using the hospice.

Point of access

Hospice	01257 233300
Appeals	01257 271271
Fax	01257 234861
Email	derian.house@virgin.net
Website	www.derianhouse.org.uk

Referrals received from

- Patients/relatives.
- Nursing staff (hospital, community, Macmillan, Health Visitor etc).
- Social Worker.
- GP.
- Consultants (Hospital or Community).

Accessibility

- 7 days a week.
- Open year round.
- 2 nurses (minimum) on day duty 24hr/day.
- telephone contact and bereavement bleep available 24 hr day.

Service provision

- Standard care package of 14 nights per annum for respite care.
- Open access/no limit to care available (as appropriate) for children in terminal stages of illness
- Emergency respite facility eg when carer is ill, new baby arrives, convalescence, respite given over and above the 14 nights.

Client groups served

- Age 0-19 yrs

A group of smiling people in white shirts, overlaid with a teal color filter. The image shows a diverse group of individuals, including a man with grey hair in the foreground and a man with a beard in the background, all smiling warmly. The text 'Out of Hours Services' is positioned in the bottom right corner.

**Out of
Hours Services**

OUT OF HOURS SERVICE

Night sitting services

A night sitting service can be supplied by a range of providers. These include:

- Marie Curie Services.
- Social Services – home care services/private agencies.
- Private agencies – private arrangement.
- Crossroads - through Social Worker only.

Point of access

See individual section for above providers.

Referrals received from

See individual sections.

Accessibility

Marie Curie will be accessed by the District Nurses during their working hours.

Social Services will be accessed by referring to Paul Moran (Team Manager) or other members of the Social Work Intermediate Support Team at Whelley Hospital, Rapid Response Team on (01942) 822679/01942 828260

Private Agencies can be arranged by service users or carers directly with the agency.

For hours of services and contact details see individual sections.

Service provision

- Waking Night sitting service.
- Social care support.
- Nursing support from qualified or unqualified staff.
- Carer relief.

Equipment support is available for patients who have been assessed and accepted by the RRT.

Client group served

See individual sections.

Out of hours services

- District Nursing Services
- Hospice Advice
- Hospital Team
 - No out of hours service available
 - Contact the Hospice
- Marie Curie Nursing Service
- Chaplaincy
- Equipment

See relevant section for these services.

Emergency District Nurses Stores, Incefield House

- 1 commode
- Bedpans
- Urinals
- Ivy Leaf Bedpans
- 2 suction machines
- 1 humidifier
- 1 nebuliser
- 1 Enteral Feeding Pump
- 3 Propad Overlays
- 3 Propad Cushions
- 1 Active System (Pressure Relief)

These are available to District Nurses only.
Telephone 775800 after 4.00pm

A group of diverse people, including a man with grey hair and a woman with blonde hair, are shown from the chest up, wearing white lab coats. They are all smiling and looking towards the camera. The entire image is overlaid with a teal color filter. The word "PHARMACIES" is written in white, bold, uppercase letters at the bottom center of the image.

PHARMACIES

PHARMACIES IN THE ASHTON, LEIGH AND WIGAN AREAS

OXY = Oxygen Services Provided

Abram, Platt Bridge

ABRAM PHARMACY **01942 866681**
358 WARRINGTON ROAD, ABRAM, WIGAN WN2 5XA

M & JE BREED **01942 866120**
612 LIVERPOOL ROAD, PLATT BRIDGE, WIGAN WN2 5BB

PETER BUCKLEY LTD (OXY) **01942 862497**
589 LIVERPOOL ROAD, PLATT BRIDGE, WIGAN WN2 3TA

WA SALTER (OXY) **01942 866147**
64-66 WARRINGTON ROAD, PLATT BRIDGE, WIGAN WN2 5JA

Ashton, Bryn

A.C. BOYDELL **01942 719193**
201 WIGAN ROAD, ASHTON-IN-MAKERFIELD, WIGAN WN4 9SL

BOOTS THE CHEMISTS **01942 719573**
UNIT 6, THE GERARD CENTRE, GERARD STREET, ASHTON-IN-MAKERFIELD, WIGAN WN4 9AN

MORRIS PHARMACY (OXY) **01942 727498**
109 WIGAN ROAD, ASHTON-IN-MAKERFIELD, WIGAN WN4 9BH

MOSS PHARMACY (OXY) **01942 727176**
254 WIGAN ROAD, BRYN, WIGAN WN4 0AR

Golborne, LowtonCO-OP PHARMACY **01942 726054**

97/99 HIGH STREET, GOLBORNE, WARRINGTON WA3 3BU

ROUGHWOOD (LOWTON) **01942 672603**

5 OAKLANDS ROAD, PHARMACY, LOWTON, WARRINGTON WA3 2LA

NATIONAL CO-OP CHEMISTS (OXY) **01942 728948**

62 HIGH STREET, GOLBORNE, WARRINGTON WA3 3BH

SEDDON PHARMACY (OXY) **01942 714511**

4 CROW WOOD ROAD, LOWTON, WARRINGTON WA3 2EY

Hindley, InceHINDLEY HEALTH CENTRE (OXY) **01942 255304**

LIVERPOOL ROAD, HINDLEY, WIGAN WN2 3HQ

LAMBS PHARMACY (OXY) **01942 825961**

144-146 WARRINGTON ROAD, LOWER INCE, WIGAN WN2 4LU

TRAYNERS CHEMIST (OXY) **01942 255295**

108 MARKET STREET, HINDLEY, WIGAN WN2 3AY

UNITED NORWEST **01942 521620**

105 MARKET STREET, HINDLEY, WIGAN WN2 3AA

WA SALTER (OXY) **01942 245652**

7 INCE GREEN LANE, INCE, WIGAN WN2 2AR

WA SALTER (OXY) **01942 255700**

760 ATHERTON ROAD, HINDLEY GREEN, WIGAN WN2 4SB

Astley, Tyldesley

ASTLEY PHARMACY (OXY) **01942 883949**
391 MANCHESTER ROAD, ASTLEY, MANCHESTER M29 7BY

CO-OP PHARMACY **01942 875989**
1 COLDALHURST LANE, ASTLEY, MANCHESER M29 7BS

COHENS CHEMIST (OXY) **01942 883249**
149 ELLIOTT STREET, TYLDESLEY, MANCHESTER M29 8FL

GD LEE PHARMACY (OXY) **01942 883029**
200 ELLIOTT STREET, TYLDESLEY, MANCHESTER M29 8DS

Atherton

A.C.BOYDELL **01942 883848**
27 DERBY STREET, ATHERTON, MANCHESTER M46 0HJ

BOOTS THE CHEMISTS **01942 883455**
82 MARKET STREET, ATHERTON, MANCHESTER M46 0DP

COHENS CHEMIST (OXY) **01942 882023**
23 CHURCH STREET, ATHERTON, MANCHESTER M46 9DE

COHENS CHEMIST **01942 883326**
36-38 MARKET STREET, ATHERTON, MANCHESTER M46 0DG

Leigh

A.C. BOYDELL **01942 680983**
157 WIGAN ROAD, LEIGH, LANCS WN7 5DE

BOOTS THE CHEMISTS (OXY) **01942 607364**
29/31 BRADSHAWGATE, LEIGH, LANCS WN7 4NB

BOYDELL PHARMACY (OXY) **01942 260376**
ASDA SUPERSTORE, ATHERLEIGH WAY, LEIGH WN7 5RZ

COHENS CHEMIST (OXY) **01942 674283**
90-92 MANCHESTER ROAD, LEIGH WN7 2LD

GRASMERE LEIGH LTD **01942 261301**
GRASMERE HEALTH CENTRE, GRASMERE STREET, LEIGH WN7 1XB

TIMS & PARKER (OXY) **01942 672532**
49 CHAPEL STREET, LEIGH, LANCS WN7 2PB

TIMS & PARKER (OXY) **01942 673867**
4 RAILWAY ROAD, LEIGH, LANCS WN7 4AX

TIMS & PARKER **01942 673436**
76 BRADSHAWGATE, LEIGH, LANCS WN7 4NP

Aspull, New Springs

NEW SPRINGS PHARMACY **01942 242147**
21 WIGAN ROAD, NEW SPRINGS, WIGAN WN2 1DH

WA SALTER (CHEMISTS) LTD (OXY) **01942 831225**
4 MOORSIDE, SCOT LANE, ASPULL, WIGAN WN2 1XW

Marus Bridge, Winstanley, Worsley MesnesBLUNDELLS PHARMACY (OXY) **01942 242785**

8 WORSLEY MESNES DRIVE, WORSLEY MESNES, WIGAN WN3 5TE

MOSS PHARMACY **01942 211090**

91 HOLMES HOUSE AVENUE, WINSTANLEY, WIGAN WN3 6JN

SAINSBURYS PHARMACY (OXY) **01942 493574**

J SAINSBURY, WORTHINGTON WAY, MARUS BRIDGE, WIGAN WN3 6XE

Newtown, Orrell, PembertonCO-OP PHARMACY **01695 622634**

56 CHURCH STREET, ORRELL, WIGAN WN5 2TQ

GEORGE WILSON (OXY) **01942 222670**

PEMBERTON PCRC, HERWOOD DRIVE, PEMBERTON WIGAN WN5 9XQ

MOSS CHEMISTS **01942 820270**

ASDA STORES, SOHO STREET, NEWTOWN, WIGAN WN5 0XA

MOSS CHEMISTS **01942 214632**

765-767 ORMSKIRK ROAD, PEMBERTON, WIGAN WN5 8AT

NAT CO-OP CHEMISTS LTD **01942 242692**

216 ORMSKIRK ROAD, NEWTOWN, WIGAN WN5 9ED

NAT CO-OP CHEMISTS LTD **01942 223175**

259c ORRELL ROAD, ORRELL, WIGAN WN5 8NB

PETER BUCKLEY LTD **01942 212153**

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Shevington, StandishJE & NA RICHARDSON **01257 253913**

38B GATHURST LANE, SHEVINGTON, WIGAN WN6 8HW

JE & NA RICHARDSON **01257 422322**

65B CHURCH STREET, STANDISH, WIGAN, WN6 0JT

JG PALIN (OXY) **01257 422574**

6 HIGH STREET, STANDISH, WIGAN WN6 0HL

LA JOHNSON LTD (OXY) **01257 254142**

4 GATHURST LANE, SHEVINGTON, WIGAN WN6 8HA

STANDISH PHARMACY (OXY) **01257 421220**

15 PRESTON ROAD, STANDISH, WIGAN WN6 0HR

Wigan CentralBOOTS THE CHEMISTS **01942 242788**

37 MARKET STREET, THE GALLERIES, WIGAN WN1 1JL

COHENS CHEMIST (OXY) **01942 244364**

234 SCHOLES, WIGAN WN1 3NH

ENGLAND PHARMACY (OXY) **01942 242895**

280 GIDLOW LANE, WIGAN WN6 7PG

INSTORE PHARMACY **01942 244580**

TESCO STORES LTD, CENTRAL PARK WAY, WIGAN WN1 1XE

L ROWLAND & CO. **01942 222361**

52 MARSH GREEN, WIGAN WN5 0PU

LA JOHNSON LTD **01942 244566**

60 PARK ROAD, WIGAN WN6 7AD

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52-54 MARKET STREET, WIGAN WN1 1HX

LLOYDS PHARMACY **01942 243580**
41 STANDISHGATE, WIGAN WN1 1UP

WA SALTER (OXY) **01942 242532**
11 MESNES STREET, WIGAN WN1 1QP

WIGAN PHARMACY **01942 244666**
91A MESNES STREET, WIGAN WN1 2AD

INTERPRETATION SERVICES

If you need access to an interpreter the following services are available.

General Practitioners

Language Line 02077130090

PCT employees

The National Interpreting Services 08000280073

For social service staff

Check first if your department has a Translation Interpretation Kit on site.

If not please contact The Customer Relations Unit on 01942 827173 who will be able to assist you further

CARERS HELPLINE

If you have a carer needing support they can access a Telephone Helpline for information, advice and help for carers from:

Carers Helpline
27 Charles Street
Leigh WN7 1DB

Telephone 01942 606086
Co-ordinator Mr Alan McLead

HELPFUL WEBSITES

Association for Palliative Medicine of Great Britain and Ireland

www.palliative-medicine.org

European Association for Palliative Care (EAPC)

www.eapcnet.org

HELP – helpful links to palliative care, UK

www.dundee.ac.uk/meded.help.indexb.htm

Marie Curie Cancer Care

www.mariecurie.org.uk

National Council for Hospice and Specialist Palliative Care Services (NCHSPCS)

www.hospice-sp-council.org.uk

Palliative drug information for healthcare professionals, UK

www.palliativedrugs.com

Sheffield Palliative Care Studies Group (SPCSG)

www.sheffield-palliative.org.uk

Wigan and Leigh Hospice

www.wiganandleighhospice.org.uk

Cancer Bacup

www.cancerbacup.org.uk

Macmillan Cancer Relief

www.macmillan.org.uk

Guide to Internet Resources for Cancer – Cancer Index

www.cancerindex.org/clinks1.htm

Christie Hospital

www.cancerresource.co.uk

www.cancernet.co.uk

CONTRIBUTORS TO THE SERVICE DIRECTORY

Mrs Julie Atherton	Specialist Palliative Care Community Nurse (Wigan & Leigh Hospice)
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Miss Liv Birchall	Assistant Service Manager Home Care Department/Wigan Council
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