



Policy Number:	KWPY62
Policy Title:	Referral Policy & Procedures
Distribution Date:	21st October, 2014
Review Lead:	Sarah Shaw

<b>Document Summary</b>	Outline eligibility criteria and procedures to support referrals for hospice care.
Unique Identifier Number	KWPY62REFERRAL
Version	6
Implementation Date	March, 2001
Current/Last Review Dates	October, 2014
Next Formal Review	October, 2017
Author	Sarah Shaw
Where Available	All Clinical Policy Files G Drive KW Policies <a href="http://www.kirkwoodhospice.co.uk/informationforprofessionals/eligibilitycriteria">www.kirkwoodhospice.co.uk/informationforprofessionals/eligibilitycriteria</a>
Target Audience	Clinical Staff
Ratifying Committees	Kirkwood Hospice Policy Group

<b>Document Version Control</b>	<b><i>Explanation of changes made to policy</i></b>
Version 6	Up-dated to reflect current practice regarding electronic patient record (SystemOne). Admission criteria added.  Referrals for counselling section included.  Up-dated to include Clinical Commissioning Groups in Kirklees from 1.4.13.  Reference made to 7 day a week admissions policy KWPY25 and the inclusion of Out of hours advice line and number included.

Signature of Policy Creator:	<i>Sarah Shaw</i>	Date: 7 <sup>th</sup> October, 2014
Signature of Policy Group Member:	<i>Sarah Shaw</i>	Date: 7 <sup>th</sup> October, 2014
Signature of Chief Executive		Date: 7 <sup>th</sup> October, 2014

## **REFERRAL POLICY & PROCEDURES**

(Also available on [www.kirkwoodhospice.co.uk/informationforprofessionals/eligibility-criteria](http://www.kirkwoodhospice.co.uk/informationforprofessionals/eligibility-criteria))

- Kirkwood Hospice provides a specialist palliative care service, as defined by the National Institute for Clinical Excellence, 2004, for the people of Kirklees.
- Kirklees is defined as the geographical area served by Greater Huddersfield and North Kirklees Clinical Commissioning Groups (CCG).

### Eligibility Criteria For Specialist Palliative Care (SPC) Services

- Common eligibility criteria were agreed in 2000 by all providers of SPC working in Calderdale, Kirklees and Wakefield in order to ensure equity of access.
- These criteria reflect those adopted by other SPC services across the country.
- There are two elements to the common eligibility criteria:-
  1. Patients should have active, progressive and potentially life-threatening illness.
  2. Patients should have unresolved, complex needs that cannot be met by the current caring team, or it is anticipated that the patient will develop such needs in the near future. These needs may be psychological, social, spiritual or physical.

### Who Can Refer For Hospice Services?

Referrals may be made by:-

- Primary Health Care Team members.
- Other SPC teams.
- Hospital Consultants, hospital nurses or Clinical Nurse Specialists, e.g. cancer site specific Nurse Specialists.
- Any health or social care professional involved in the patient's care.
- The patient, a relative or friend.

Assessment from the GP/Hospital consultant is assumed if confirmed on the referral form or by the referrer via telephone or on SystmOne. Consent to share electronic patient record (SystmOne) with Kirkwood Hospice must be obtained verbally from the patient or from the referrer prior to accessing the record if not already known to Kirkwood Hospice.

### Referral Procedures For Home Support, Admission And Support & Therapy Centre Attendance

- Referrals may be made by telephone, fax, post or by using SystmOne tasks.
- All referrers will be asked for as much information as possible with particular emphasis upon the patient's identified SPC needs and the level of support required. Where referrals contain insufficient information or lack clarity the referrer will be contacted for further information before any contact is made with the patient.

- All referrals will be entered on an electronic patient record (SystemOne) for clinical and statistical purposes. Written consent to share Kirkwood's electronic record with other health and social care professionals involved in the care of the patient will be obtained at the first face to face contact.

### Referrals for In-Patient Care

Kirkwood Hospice operates a 7 day a week admission policy (KWPY116). During office hours requests for admission are co-ordinated by the Specialist Palliative Care Team (SPCT). Outside these hours requests for admission are forwarded to the Consultant on call.

#### Admission Criteria

- The patient will need to have been assessed and referred to the Hospice by a member of one of the specialist palliative care teams, by their general practitioner or their hospital consultant. The patient should be aware of and be in agreement with the referral being made to the hospice prior to the hospice being contacted.
- It should be noted that where a patient has documented or stated that their "Preferred Place of Death" is the Hospice, in the absence of an unmet specialist palliative care need, "Preferred Place of Death" in isolation may not meet the criteria for a Hospice admission.
- Requests for urgent admission out-of-hours should also be dealt with according to this policy. Please also refer to the Seven Day a week admission policy (KWPY116) and supporting guidelines. (KWGL96).

### Referrals For Community Specialist Palliative Care Team (SPCT) Home Assessment.

- Contact will be made regarding all referrals within two working days. Telephone advice is available 24 hours a day, 7 days a week from the Community SPCT Monday to Friday (08.30 – 4.30) or the telephone advice line at all other times (01484 557910). (see KWPY23).
- Visits will be arranged according to individual need, with priority being given to patients with uncontrolled pain where treatment changes have been unsuccessful, severe psychological distress or unexpected care breakdown.
- Compliance with this standard will be audited annually by the Palliative Care Team CNSs.
- The relevant district nursing team will be made aware by task on SystemOne of all referrals received.
- In all cases patients will be contacted to arrange a mutually convenient appointment. Visits will take place within one hour either side of the appointment time.
- Where there are unavoidable delays to the patient's visit, the patient will be contacted and informed of the delay. If necessary, a further appointment will be offered at a time convenient to the patient.
- A comprehensive, holistic SPC assessment will take place. This will be documented on SystemOne.
- An agreed plan of care will be made in consultation with the patient and their carers. The referrer and other professionals involved will be informed of the outcome of the assessment.

- Patients will be discharged from the service once their SPC needs have been addressed but may be re-referred in the future if SPC needs arise again.

#### Referrals to Support & Therapy Service (day attendance)

- The eligibility criteria described above also applies to referrals for day attendance at the Support & Therapy Centre.
- New referrals not known to Kirkwood Hospice SPC team will be contacted and assessed at home or invited to attend the department for assessment, if they are able to do so, within 5 working days. The assessment outcome will be documented on SystemOne. In all cases a moving and handling assessment will be carried out and access to the house will be assessed to ensure that safe transfer of the patient is possible. If there is insufficient information regarding the moving and handling needs of the patient, the referrer will be contacted.
- Transport may be provided for patients attending for the day by arrangement with Support & Therapy Centre staff.
- To ensure the continued safe transportation of patients to and from Support & Therapy Centre regular moving and handling assessments will be carried out by Support & Therapy staff.
- Patients with SPC needs which can be met by day attendance at Support & Therapy Centre will be offered a mutually convenient start date with attendances continuing for a period of 12 weeks prior to review. The referrer and GP will be informed of the start and review dates in writing by post or via a SystemOne letter. In order to inform the review at week 12 a plan of care will be agreed between the multi-disciplinary team (MDT) and the patient. Weekly evaluation will take place by the MDT and the patient.
- Patients will be discharged from the Support & Therapy Service when their SPC needs have been met. This will be discussed with the patient and carers.
- The referrer and GP will be informed of the discharge date in writing, by post or SystemOne letter. As above

#### Drop-In Service (held in the Support & Therapy Centre)

- Drop-In days are every Friday, except Bank Holidays (9.00am to 3.30pm) at Kirkwood Hospice.
- The service is provided for anyone affected in any way by a life-threatening illness. Patients, relatives and carers may self-refer to this service. With their consent their GP will be informed that they have accessed the service.

## Referrals for counselling or psychological assessment & support (pre & post bereavement)

Please see Family Care Team Operational Policy (KWPY25)

[www.kirkwoodhospice.co.uk/caring-for-patients/family-care-team](http://www.kirkwoodhospice.co.uk/caring-for-patients/family-care-team).

### References

National Institute of Clinical Excellence (NICE), 2004 Improving Supportive and Palliative Care for Adults with Cancer, London, NICE.

### Related Policies

Operational Policy for Kirkwood Hospice Community Specialist Palliative Care Team (SPCT) (KWPY121)

Out Of Hours Access to Specialist Palliative Care Advice and Support Policy (KWPY23)

Criteria For Out Of Hours Admissions To Kirkwood and Overgate Hospices (KWPC03)

Support & Therapy Centre Review and Discharge Policy (KWPY85)

Seven day a week admissions policy (KWPY116)

Family Care Team Operational Policy (KWPY25)

Consent Policy (KWPY98.)