# City and Hackney EoL services in COVID-19

**Updated December 2021**

| 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. | **0300 30 30 400** | 24/7 |
| Homerton in-hours Community Nursing, Palliative Rapid Response (Homerton) | **For acute palliative care and immediate symptom management once medication has been prescribed.** Nursing led service that provides full range of end of life care. Service operational 7 days a week 08:30-23:30. | Central admin **0207 683 4144** will take messages and send to clinician **Referrals** are via email 7 days/week 08:30-17:00. Out of Hours for any urgent response to end of life please call **020 7683 4144** | 08:30 – 23:30 7 days/ week |
| IIT (Homerton) | **Should be used for urgent equipment** needed in home eg. Commode and hospital bed if appropriate. | **020 8510 7750** | Monday—Friday 08:00—22:00 weekends/bank holidays 10:00—18:00 |
| ParaDoc (Homerton) | **Admission avoidance service only, not an alternative to primary care or hot hub home visiting service** 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) | **0300 033 9930** | Mon – Sun: 12pm – 12am 7 days/week |
| Rapid Access Hotline (Homerton) | **Advice line for GPs only** Consultant-staffed 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 | **07766 703 203** | Mon – Fri 09:00-17:00 |
| Rapid Response Overnight Nursing Service (Marie Curie) | **OOH service only appropriate once medication has been prescribed.** 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. | • **0203 370 2208** Local coordination centre (Mon to Fri 8am - 10pm, SS 10am - 4pm) ) **OR**<br>• **0771 484 7133** (From 10:00pm to 8:00am 7 days a week)<br>• *Access prior to pandemic was via the St Joseph's hotline* | Mon – Sun 10:00pm 8:00am 7 days/week |