



### Levels of intervention

- Advice & support for staff – no contact with patient.
- Single contact with patient for a specific problem
- Short term involvement for multiple problems
- On-going advice & support for complex issues.

### Discharge Policy

Specialist involvement is no longer required:

- Symptoms and other problems are appropriately managed
- Adequate information provided
- Where referral is made to a more appropriate agency e.g. breast care nurse/daycare etc.
- Staff/colleagues are confident in their ability to provide continuing effective care.
- The patient discharges him/herself from the Macmillan caseload.
- Patient moves out of practice area.

Patients death and/or after bereavement follow-up.

Review date January 2011

## North Cumbria Macmillan Clinical Nurse Specialist Operational Policy

## Macmillan Clinical Nurse Specialist

### Operational Policy

The Macmillan clinical nurse specialists operate in conjunction with other services to provide comprehensive palliative care throughout North Cumbria. They provide expert information, advice and support to improve the lives of people with cancer or other progressive life limiting conditions. The Macmillan specialist palliative care service is a specialist service for patients and carers experiencing complex problems either of a physical or psychological nature, therefore not all patients will require specialist intervention.

The service operates on weekdays during normal office hours. All referrals will be actioned in accordance with the levels of intervention (see over) within 3 working days

### Philosophy

To improve and enhance the care provided to cancer and palliative care patients, both in hospital and community, by informing, educating and empowering patients, carers, significant others and professionals in order to promote an equitable service of the highest possible standard within available resources.

### Objective

The objective of the service is to provide specialist information, advice, and support to professional colleagues, patients and their carers in both acute and community settings by:

- Education & training, both formal and informal, therefore empowering other professionals to develop/update their skills in cancer and palliative care.
- Acting as a specialist resource for colleagues, offering information, advice and support relating to specific problems.

- Promoting a rehabilitative approach to maximise patient independence and quality of life.
- Providing specialist advice for patients, carers and significant others: promoting discussions regarding problems, feelings and future plans.
- Facilitating communication between patients, families, statutory and voluntary organisations.
- Promoting and practicing evidence-based care in line with local and national policies.
- Contributing to the development of local and national initiatives.

### Referral Criteria

The Macmillan clinical nurse specialists accept patients with a cancer diagnosis at any stage of their illness and patients with other progressive life limiting conditions when nearing the end stage of their illness. Referrals will be accepted for:

- Staff/colleagues where specialist advice or support will facilitate effective care.
- Specialist information and advice on their disease & treatment at time of diagnosis/recurrence/other significant event.
- Assessment and advice on physical symptoms which are not responding to current management
- Specialist support for psychological, emotional & spiritual needs. Liaise with wider palliative care team regarding referrals to other palliative care services.
- Information and advice on social, financial resources currently available.

Referrals will be accepted from any source with the agreement of the patient.

Medical and nursing teams (Primary Health Care Team or hospital team) will be informed of the Macmillan teams' involvement.