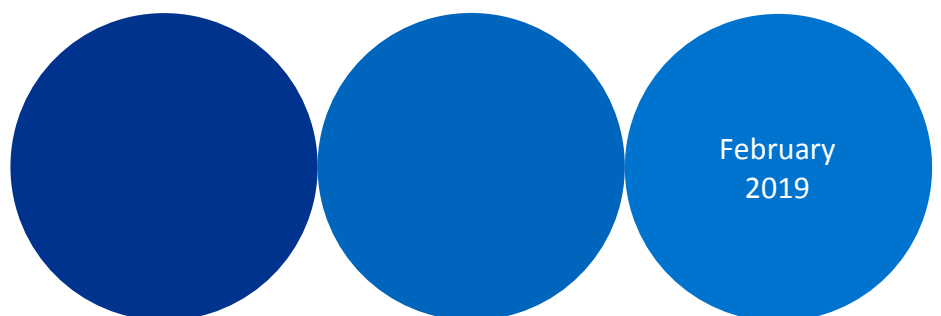


# Community Support Services in Scarborough and Ryedale



A reference guide for care homes



<b>Contents - Community Support Service</b>	<b>Page no.</b>
Adult Speech and Language Therapy	3
Age UK Scarborough and District	4
* Bereavement Support Services	5
* Care Home Support	6
Community Heart Failure Nurse Service	7
Community Infection, Prevention and Control	8
Community Nursing	9
Community Occupational Therapy and Physiotherapy	10
Community Respiratory Practitioner	11
* Community Specialist Palliative Care Team, including Neurology	12
Continence Specialist Service	13
Crisis Response and Resolution Service	14
Dementia Action Alliance	15
Dementia awareness and Dementia Friends	16
Diabetes Specialist Nursing	17
Home oxygen assessment service	18
* Hospice at Home	19
Making Space Dementia Navigator Services	20
Marie Curie Overnight Nursing Service	21
Medicines Management Team	22
Mental health services for older people (Community Mental Health Team)	23
Nutrition and Dietetic Service	24
* Palcall—Telephone Support	25
Parkinson’s Specialist Nurse	26
Public Health England (Yorkshire and Humber Health Protection Team)	27
Scarborough, Whitby, Ryedale Podiatry Team	28
Social Care for Adults (North Yorkshire County Council)	29
Speech and Language Therapy, Adult Learning Disability Service	30
Stoma Care Service	31
Tissue Viability Specialist Nursing	32
Tuberculosis and New Entrant Assessment Team	33
Verification of Expected Death	34

**\* denotes services provided by Saint Catherine’s**

# Adult Speech and Language Therapy

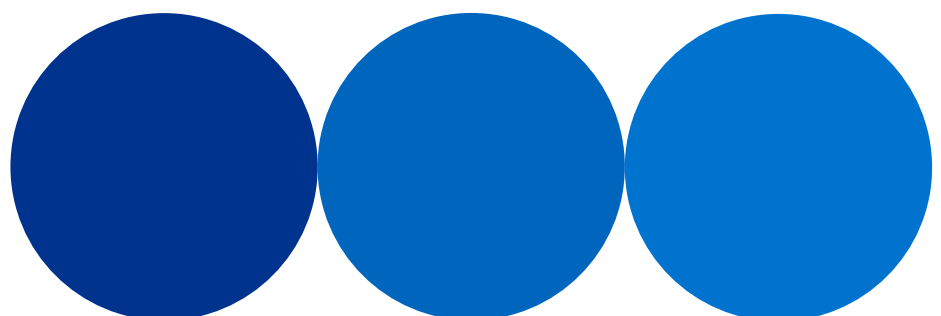
## Support available

- Can offer face-to-face visits to assess and manage all aspects of acquired swallowing and communication difficulties and provide any required training for individual residents
- Telephone advice service is also available if residents have an open referral

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: no Residential Home: no
<b>2. Referral by GP, District Nurse or other</b>	GPs, Specialist Nurses eg Palliative Care, Parkinson's, consultants and other AHPs via Customer Access Service
<b>Hours of Service:</b>	Monday to Friday 8am-4.30pm

**CONTACT: Customer Access Service, 01653 609609 or  
email [hnf-tr.cas@nhs.net](mailto:hnf-tr.cas@nhs.net)**



# Age UK Scarborough and District

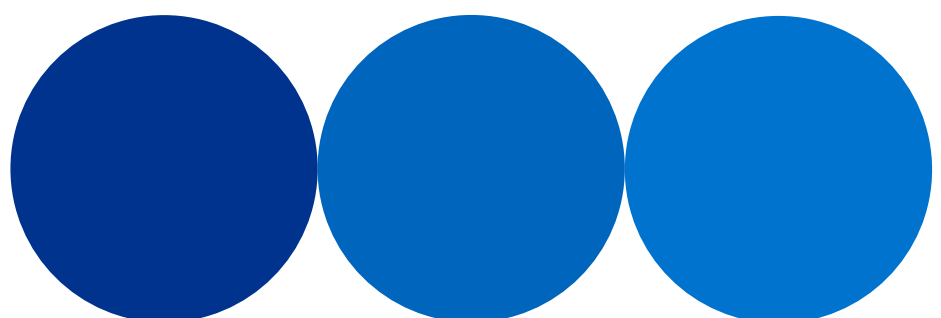
## Support available

- Benefits advice and claims
- Community Care
- Service available for anyone over 50 years of age

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: yes Residential Home: yes
<b>2. Referral by GP, District Nurse or other</b>	GP and District Nurse referrals also accepted
<b>Hours of Service:</b>	Monday to Friday 10am-4pm

**CONTACT: 01723 379058 or [reception@ageukscarborough.org](mailto:reception@ageukscarborough.org)**



# Bereavement Support Services

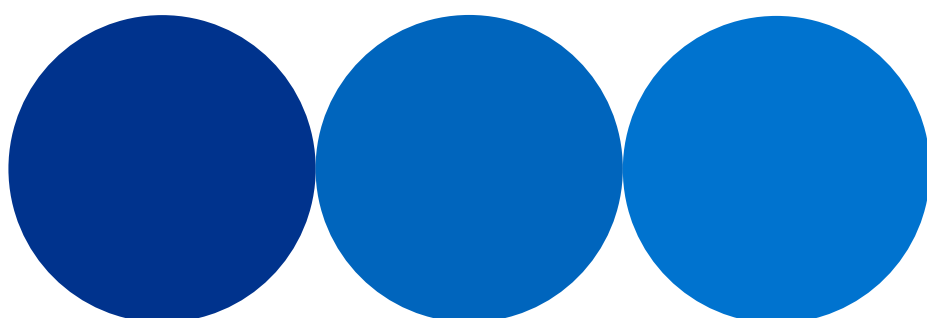
## Support available

- Counselling for people coping with a palliative diagnosis where the patient is registered with Saint Catherine's services
- Counsellors and supporters are available to support bereaved relatives, friends and carers of Saint Catherine's patients who are finding ways of coping with their grief.

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: yes Residential Home: yes (self-referrals are also accepted)
<b>2. Referral by GP, District Nurse or other</b>	All other health or social care professionals
<b>Hours of Service:</b>	Monday to Friday 9am-5pm
<b>Training Available (with any associated costs):</b>	A range of short and longer workshops and modules available through our Education Programme; more information is here: <a href="http://www.saintcatherines.org.uk/professionals/education">www.saintcatherines.org.uk/professionals/education</a>
<b>Link or Referral Documents</b>	<a href="http://www.saintcatherines.org.uk/professionals/referral-forms">www.saintcatherines.org.uk/professionals/referral-forms</a>

**CONTACT: 01723 351421 or [pfss@saintcatherines.org.uk](mailto:pfss@saintcatherines.org.uk)**



# Care Home Support

## Support available

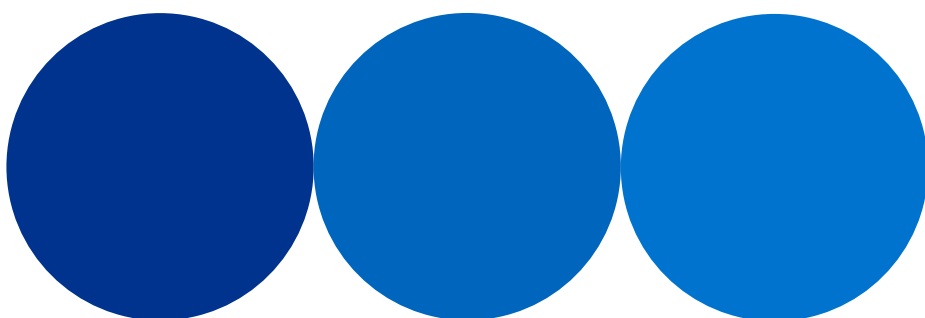
- Clinical advice and support
- Palliative and End of Life Care education to care homes
- Care Home forums held throughout the year

(Support available to residential or nursing homes in Scarborough, Filey, and Ryedale as well as in Whitby)

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: yes Residential Home: yes
<b>2. Referral by GP, District Nurse or other</b>	Other health or social care professional
<b>Hours of Service:</b>	Monday to Friday
<b>Training Available (with any associated costs):</b>	<p>Programme of education for care home staff – delivered at the hospice and within care homes, relating to care for residents within the last year of life. Training funded as part of Care Homes Support Team provision.</p> <p>Additional training through Saint Catherine's Education department – various costs. More information is here: <a href="http://www.saintcatherines.org.uk/professionals/education">www.saintcatherines.org.uk/professionals/education</a></p>
<b>Link or Referral Documents</b>	<a href="http://www.saintcatherines.org.uk/professionals/referral-forms">www.saintcatherines.org.uk/professionals/referral-forms</a>

**CONTACT: 01723 351421**



# Community Heart Failure Nurse Service (Scarborough and Ryedale)

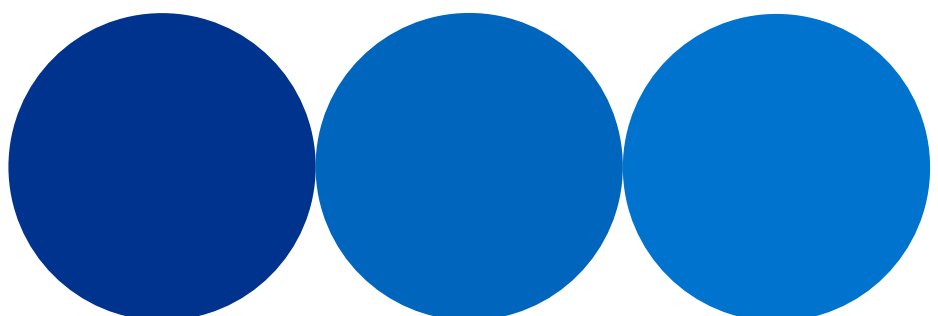
## Support available

- Support for patients with a diagnosis of heart failure in the community setting, clinics, Malton Hospital and the Hospice in conjunction with cardiologist, GPs and other medical consultants
- Aims are initiation and optimisation of evidence based therapy as per NICE Guidelines to provide symptom management in those patients who are deemed palliative
- Provide support for carers and families and to educate patients and carers in self-management aiming to maintain the patients preferred place of care and reduce acute admissions

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: no Residential Home: no
<b>2. Referral by GP, District Nurse or other</b>	Secondary care consultants, GP and other healthcare professionals with both GP and patient consent, providing a clinical diagnosis of heart failure has been confirmed. Referrals can be made via System One TASKS, by letter or by contacting the Customer Access Service
<b>Hours of Service:</b>	Monday to Friday 8.30am-4.30pm

**CONTACT: Customer Access Service, 01653 609609 or  
email [hnf-tr.cas.nhs.net](mailto:hnf-tr.cas.nhs.net)**



# Community Infection Prevention and Control (IPC)

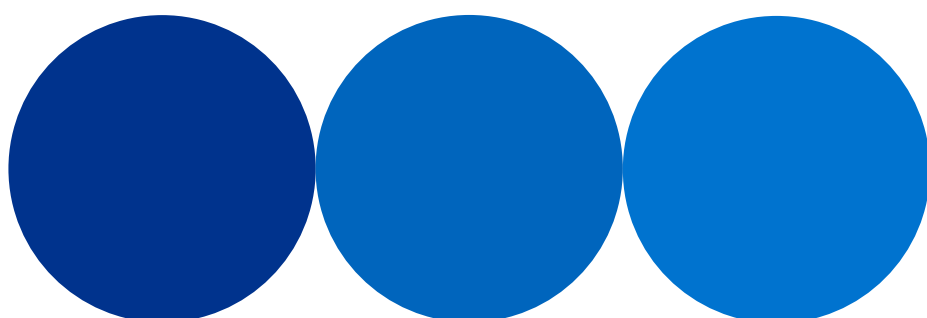
## Support available

- Advice about all aspects of preventing and controlling infection
- Management and control of outbreaks such as diarrhoea and vomiting (D&V), and provision of a 'Viral Gastroenteritis Outbreak Management Pack'
- Provision of a Clostridium difficile (C.difficile) leaflet and card for service users with C. difficile infection or colonisation
- A range of Infection Prevention and Control (IPC) resources to support compliance with the Health and Social Care Act 2008: Code of Practice on the prevention and control of infections and related guidance and CQC registration requirements (policies, audit tools, Urinary Catheter Passport, Posters, Factsheets, Leaflets)
- Easy to use website designed specifically for Care Homes, Domiciliary Care and GP Practices – [www.infectionpreventioncontrol.co.uk](http://www.infectionpreventioncontrol.co.uk)
- 'IPC CQC Inspection Preparation Pack for Care Homes'; 'Preventing Infection Workbook: Guidance for Care Homes'; 'Preventing Infection Workbook: Guidance for staff providing Care at Home'; and training packages

## Referral Pathway

<b>1. Direct Referral</b>	All services - Nursing Home, Residential Home and Domiciliary Care providers
<b>2. Referral by GP, District Nurse or other</b>	General advice or enquiries during office hours: 01423 557340 or <a href="mailto:ipccommunity@hdft.nhs.uk">ipccommunity@hdft.nhs.uk</a> . For further information, visit <a href="http://www.infectionpreventioncontrol.co.uk">www.infectionpreventioncontrol.co.uk</a>
<b>Hours of Service:</b>	The Team is available during normal office hours on 01423 557340. Out of hours, please contact Yorkshire and the Humber Public Health England Team on 0114 3049843

**CONTACT: 01423 557340**





# Community Nursing

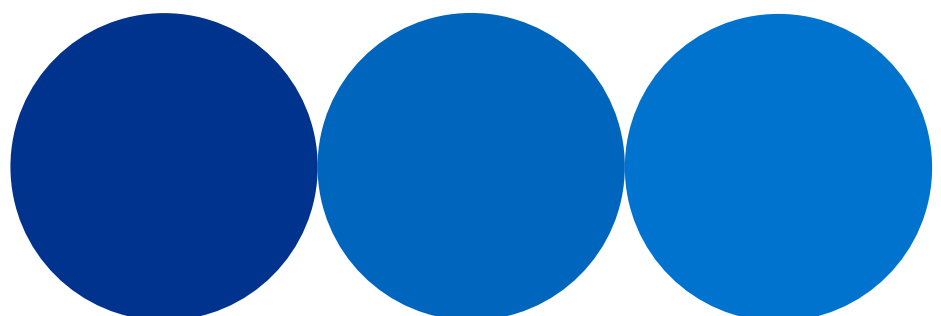
## Support available

- Wound care
- Catheter care
- Continence care
- Palliative and End of Life Care
- Skin integrity

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: yes Residential Home: yes
<b>2. Referral by GP, District Nurse or other</b>	Via the Customer Access Service
<b>Hours of Service:</b>	Seven days a week, 8.30am-10pm (overnight provision by contacting the Customer Access Service)
<b>Training Available (with any associated costs):</b>	Training can be provided (where appropriate) specific to patient need

**CONTACT: Customer Access Service, 01653 609609  
or email [hnf-tr.cas@nhs.net](mailto:hnf-tr.cas@nhs.net)**



# Community Occupational Therapy and Physiotherapy

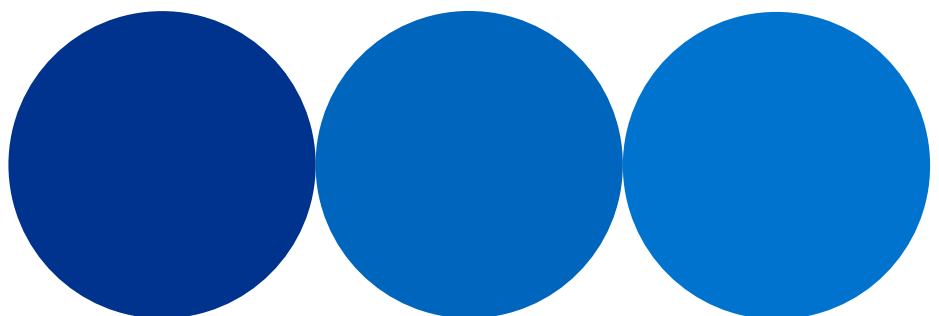
## Support available

- Assessment and treatment of a range of medical conditions – eg. falls and reduced mobility. This may include a Home Exercise Programme, seating, positioning and moving and handling advice for the home to act on.  
(Equipment is not usually issued into residential or nursing homes; Training is not provided in moving and handling techniques)

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: no Residential Home: no
<b>2. Referral by GP, District Nurse or other</b>	Both teams accept referrals from GP, DN, Specialist Nurses, Acute and Out of Area Hospitals, Hospice, HAS Care Manager
<b>Hours of Service:</b>	Seven days a week 8am-10pm

**CONTACT: Customer Access Service, 01653 609609  
or email [hnf-tr.cas@nhs.net](mailto:hnf-tr.cas@nhs.net)**



# Community Respiratory Practitioner (Scarborough, Ryedale and Whitby)

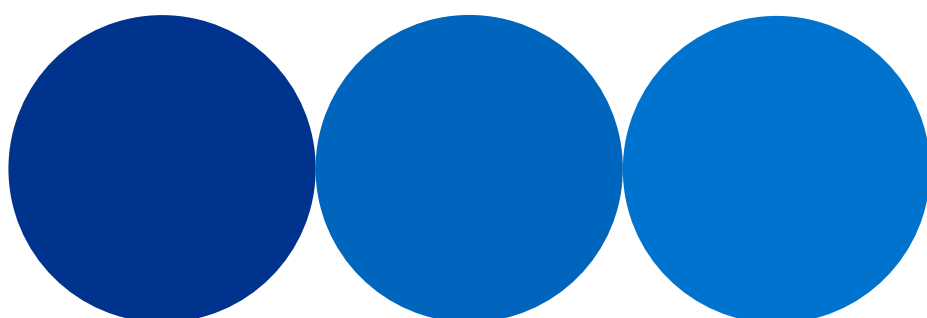
## Support available

- Treatment and advice for Chronic Obstructive Pulmonary Disease (COPD) and other Respiratory Conditions
- Advice about and prescribing of medications for COPD and respiratory conditions
- End of life care and advice for COPD

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: no Residential Home: no
<b>2. Referral by GP, District Nurse or other</b>	Via GP or have their permission to refer to the service
<b>Hours of Service:</b>	Monday to Friday 8.30am-4.30pm
<b>Training Available (with any associated costs):</b>	General Respiratory Management including breathlessness, recognising exacerbation of COPD, how to use inhalers effectively etc. No cost but training room/area required
<b>Link or Referral Documents</b>	Gold Guidelines 2016: <a href="http://www.goldcopd.org">www.goldcopd.org</a> Nice Guidelines 2012: <a href="http://www.nice.org.uk">www.nice.org.uk</a>

**CONTACT: Customer Access Service, 01653 609609  
or email [hnf-tr.cas@nhs.net](mailto:hnf-tr.cas@nhs.net)**



# Community Specialist Palliative Care Team (including Neurology)

## Support available

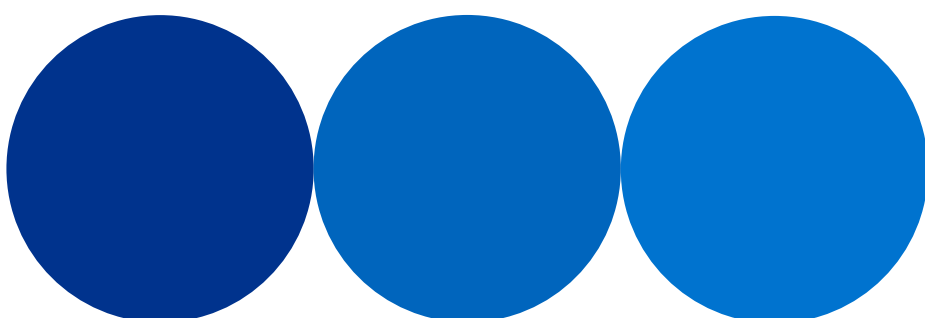
A team of clinical nurse specialists who specialise in caring for people with life-limiting illnesses, including cancer and progressive neurological diseases. We work alongside other health and social care professionals. We can provide:

- Specialist assessment of individual needs
- Expert advice about managing and coping with symptoms
- Facilitate discussions to help people so they can understand their illness, its symptoms and progression
- Time for the person and their family to talk through the illness and share thoughts
- Advance Care Planning to explore individual's choices and preferences about future care and treatment
- Specialist signposting for benefits advice and other support
- Liaison with other teams involved in the person's care
- Help to access other Saint Catherine's services as appropriate

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: yes Residential Home: yes
<b>2. Referral by GP, District Nurse or other</b>	Other health or social care professional
<b>Hours of Service:</b>	Monday to Friday, 8.30am-4.30pm
<b>Training Available (with any associated costs):</b>	Training through Saint Catherine's Education department: <a href="http://www.saintcatherines.org.uk/professionals/education">www.saintcatherines.org.uk/professionals/education</a>
<b>Link or Referral Documents</b>	<a href="http://www.saintcatherines.org.uk/professionals/referral-forms">www.saintcatherines.org.uk/professionals/referral-forms</a>

**CONTACT: 01723 351421**



# Continence Specialist Service

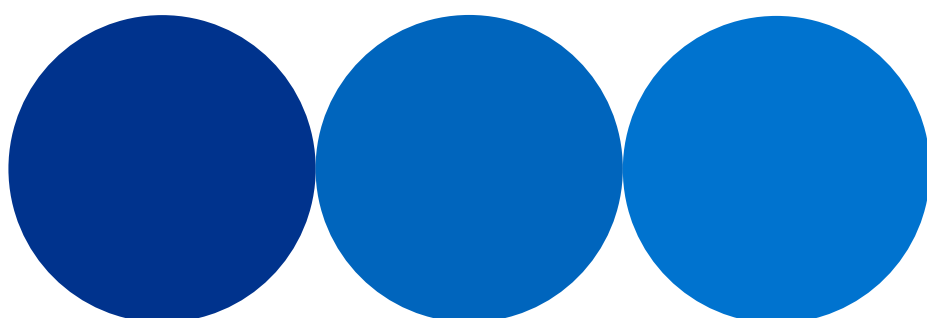
## Support available

- Teaching sessions on Catheterisation and Catheter Care, Continence Assessment, and Management of Constipation—bespoke sessions as required and as resources allow
- Visits for patients who require specialist nurse assessment / intervention
- Verbal advice – by phone

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: yes Residential Home: yes
<b>2. Referral by GP, District Nurse or other</b>	Yes – open referral service
<b>Hours of Service:</b>	Monday to Friday 8.30am-4.30pm
<b>Training Available (with any associated costs):</b>	See above – no associated cost Cost may be incurred for non-attendance

**CONTACT: Customer Access Service, 01653 609609  
or email [hnf-tr.cas@nhs.net](mailto:hnf-tr.cas@nhs.net)**



# Crisis Response and Resolution Service (CRHT) Scarborough and Ryedale (and Whitby)

## Support available

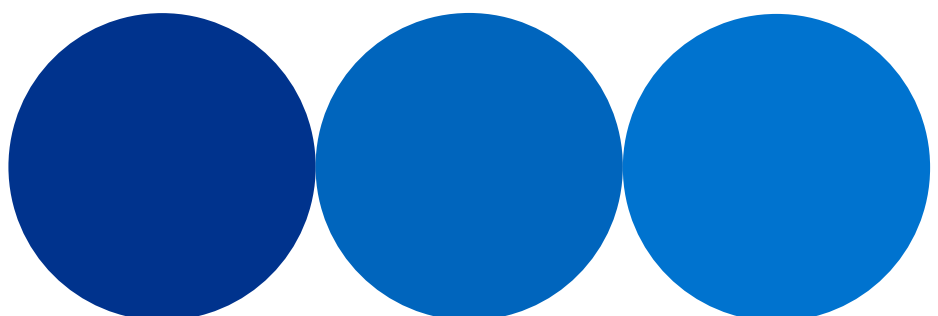
Eligible persons are:-

- Adults aged 16 and upwards
- Persons who are registered with a GP within the North East Yorkshire locality of the Tees, Esk and Wear Valleys Trust
- Persons presenting to Scarborough Hospital A&E department following an episode of deliberate self-harm from other areas will be seen for a full assessment of need, including risk, though any further interventions will need to be negotiated with their local mental health provider
- People who are experiencing a psychiatric crisis and who would otherwise be admitted to an acute mental health unit were the CRHT team not available. Typically they may be experiencing psychotic disorder, moderate to severe depression, significant suicidal ideation/intent and/or bi-polar affective disorder
- Persons referred from inpatient services in order for the CRHT team to facilitate early discharge in conjunction with the multi-disciplinary team and care Co-ordinator

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: no Residential Home: no
<b>2. Referral by GP, District Nurse or other</b>	GP referral
<b>Hours of Service:</b>	24 hours

**CONTACT: 01723 384635**



# Dementia Action Alliance

## What we do

**Action** - Dementia Action Alliance captures and promotes best practice, enabling it to benefit many more people. We do this through member Action Plans. These are made public on our website.

**Learn** - Members come together to share best practice and learn about the latest trends and innovations from across health and social care. We enable this through our events programme that includes roundtables, conferences and webinars.

**Campaign** - Members come together to influence system-wide change and campaign on major issues within health and social care affecting people living with dementia.

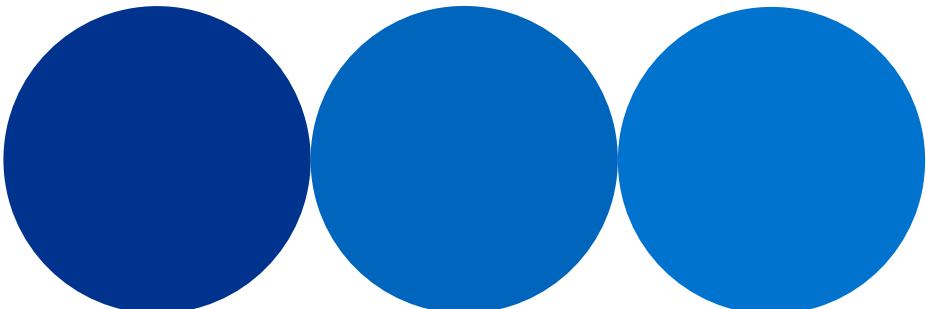
## Member benefits

- Access to a network of health and social care professionals
- Share best practice with other members, and learn from each other
- Collaborate with people living with dementia, and those that care for them
- Invitations to our programme of

- events – which includes expert round tables, conferences and workshops
- Influence over Government policy and societal attitudes towards dementia
- Campaign on the major issues in health and social care relating to people with dementia and carers
- Showcase yourself as an organisation committed to taking action on dementia
- Subscribe to our monthly newsletters, which includes updates on our member activity and major trends within the sector
- Engage with leaders from Government and across health and social care
- Connect with others via our website and social media
- Learn from our topic-led webinars, podcasts and films
- Opportunities to shape what we do, highlighting the issues that are important to people affected by dementia
- Ensure your organisation is equipped to respond to the needs of people living with dementia

Click [HERE](#) for more details of how you or your organisation can get involved. For information on Scarborough Dementia Action Alliance, click [HERE](#)

**CONTACT: Tim Kirkup, 07980 290266**



# Dementia awareness and Dementia Friends

## Support available

### Information Sessions

Dementia Friends Information Sessions are run by volunteer Dementia Friends Champions, who are trained and supported by Alzheimer's Society. Each Information Session lasts around one hour. You will learn more about dementia and how you can help to create dementia friendly communities.

Dementia Friends is an Alzheimer's Society led initiative which aims to increase dementia awareness and change the way the nation thinks, talks and acts about dementia. A Dementia Friend is someone who has attended a one hour information session and has committed to an action that will make the lives of people living with dementia a little bit better. Anyone of any age can be a Dementia Friend and every action counts - from helping someone to find the right bus to spreading the word about dementia on social media.

Dementia Friends Champions are trained volunteers who encourage their family, friends, colleagues and local community to understand a little bit more about dementia, what it's like to live with dementia and then turn that understanding into action. As an organisation with trained Dementia Friends Champions, we can deliver a free one hour information session to your staff, in which they will learn more about dementia and how they can help to create dementia

friendly communities. We can facilitate and run these sessions for you.

To find out more about how to access the sessions locally or to book a session for your organisation please complete the form, below, and return it to: [SCRCCG.enquiries@nhs.net](mailto:SCRCCG.enquiries@nhs.net)

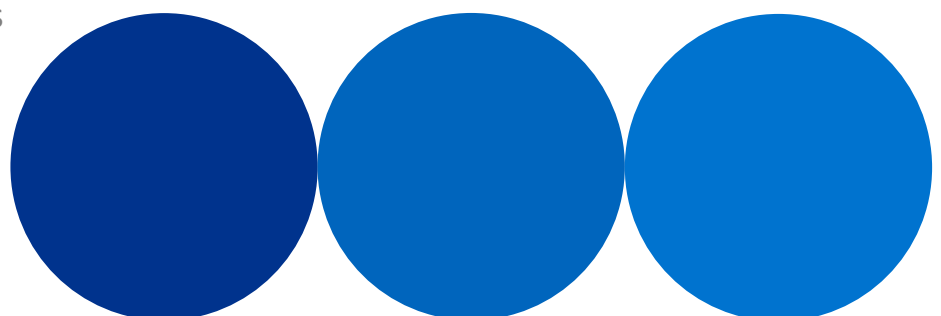


### Get your organisation involved

If you register your organisation with Dementia Friends, you will get access to resources and information aimed at helping members of your organisation understand dementia and how it may affect a person. To register, please go to: [www.dementiafriends.org.uk/register-partner-admin](http://www.dementiafriends.org.uk/register-partner-admin)

For tips on how to make your organisation dementia friendly go to: [www.alzheimers.org.uk/info/20116/making\\_organisations\\_more\\_dementia-friendly](http://www.alzheimers.org.uk/info/20116/making_organisations_more_dementia-friendly)

**CONTACT: [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk)**





# Diabetes Specialist Nursing

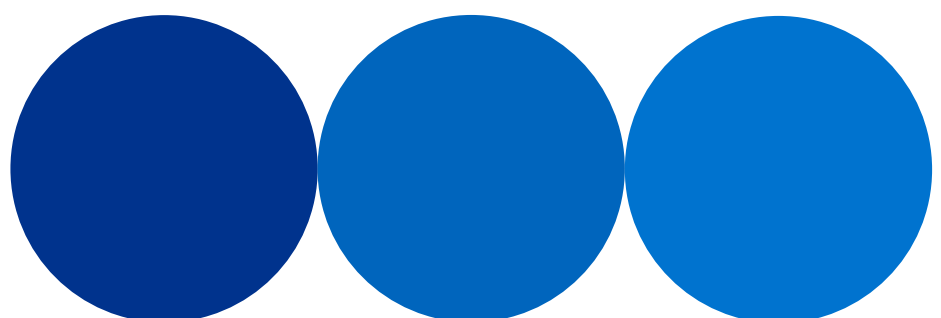
## Support available

- Clinical Nurse Specialist support, as well as structured education for both Type 1 and Type 2

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: yes Residential Home: no
<b>2. Referral by GP, District Nurse or other</b>	Also Practice Nurses, Yorkshire Ambulance Service, Saint Catherine's Hospice, Hospital Consultants
<b>Hours of Service:</b>	Monday to Friday (excluding bank holidays) 8.30am- 4.30pm
<b>Training Available (with any associated costs):</b>	Structured education for both Type 1 and Type 2

**CONTACT: Customer Access Service, 01653 609609  
or email [hnf-tr.cas@nhs.net](mailto:hnf-tr.cas@nhs.net)**



# Home oxygen assessment service

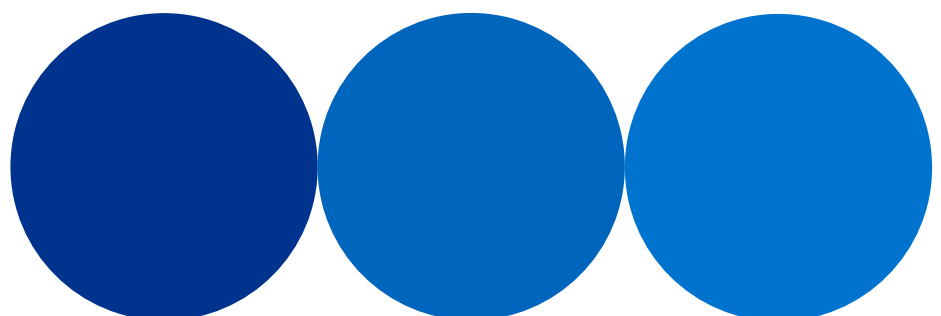
## Support available

- For patients with chronic lung conditions who are showing clinical signs of hypoxia (lack of oxygen)
- For palliative patients for symptom management and where Oxygen therapy is assessed as appropriate
- Provide advice and periodical reviews for patients who are on oxygen therapy

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: no Residential Home: no
<b>2. Referral by GP, District Nurse or other</b>	Clinicians can refer in to the service via CAS
<b>Hours of Service:</b>	Monday to Friday 8.30am-4.30pm

**CONTACT: Customer Access Service, 01653 609609  
or email [hnf-tr.cas@nhs.net](mailto:hnf-tr.cas@nhs.net)**



# Hospice at Home

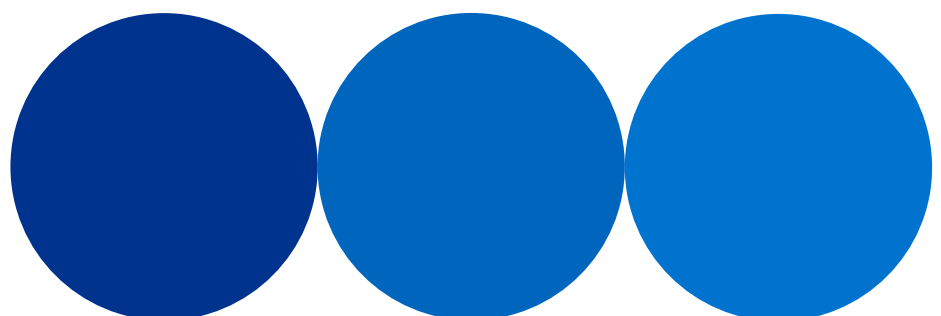
## Support available

- Provides care and support in the patient's home in the last stages of life, or in response to a crisis and need for symptom management (for patients that are registered with a Scarborough or Filey GP)
- Hospice at Home is a partnership between Saint Catherine's and Marie Curie to provide a 24-hour service
- Registered nurses and Healthcare Assistants are available

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: yes Residential Home: yes
<b>2. Referral by GP, District Nurse or other</b>	Other health or social care professional
<b>Hours of Service:</b>	24-hour service
<b>Link or Referral Documents</b>	<a href="http://www.saintcatherines.org.uk/professionals/referral-forms">www.saintcatherines.org.uk/professionals/referral-forms</a>

**CONTACT: 01723 356062**



# Making Space Dementia Navigator Services

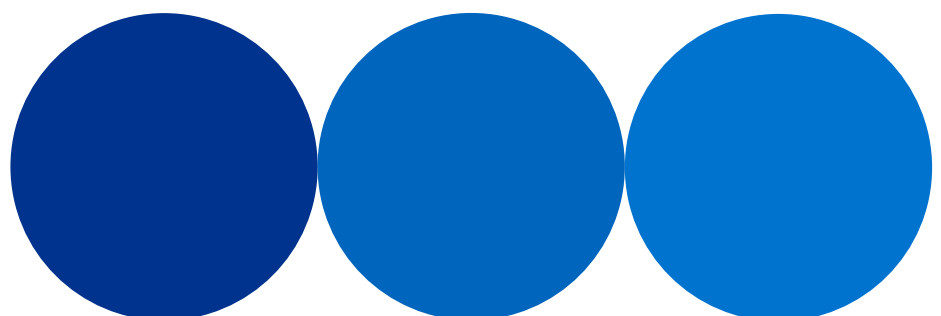
## Support available

- Dementia friendly dance
- Deep group: for people with dementia looking at relevant issues
- Still Caring: for those with relatives in permanent care
- Home visits
- Advice and information
- Information leaflets, as requested

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: yes Residential Home: yes (referrals accepted from all sources with client consent)
<b>2. Referral by GP, District Nurse or other</b>	GPs, District Nurses, CCGs, CMHT team Memory Clinic, Carers resource, Health and Adult Services, Alzheimer's Society
<b>Hours of Service:</b>	Monday to Friday except bank holidays 9am-5pm
<b>Training Available (with any associated costs)</b>	Dementia friends (numbers over 10, free)
<b>Link or Referral Documents</b>	By phone (no formal referral form required)

**CONTACT: 01723 371958**



# Marie Curie Nursing Service

## Support available

- One to one support for people at the end of life being cared for in the community including residential homes. Registered nurse and health care assistants available
- Holistic care of individuals, management of symptoms with involvement of Hospice at Home service or out of hours GP as appropriate

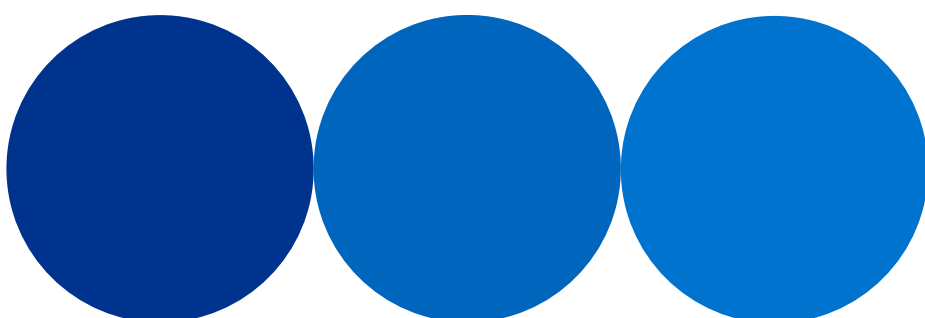
## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: no Residential Home: no
<b>2. Referral by GP, District Nurse or other</b>	<ul style="list-style-type: none"> <li>• GP, district nurse, care homes team, other clinical nurse specialist</li> <li>• Referrals via Hospice at Home referral hub for patients with a Scarborough or Filey GP</li> <li>• All other patients referred via Marie Curie local co-ordination centre</li> </ul>
<b>Hours of Service:</b>	Seven days a week 10pm-7am
<b>Link or Referral Documents</b>	<a href="http://www.mariecurie.org.uk/professionals">www.mariecurie.org.uk/professionals</a>

### For enquiries post-referral:

**Clinical nurse manager Mandy Wilkinson, 07540 674879 or email [mandy.wilkinson@mariecurie.org.uk](mailto:mandy.wilkinson@mariecurie.org.uk) (Monday to Friday, 9am to 5pm)**

**Hospice at home referral hub, 01723 356062  
(admin available 8.30am-4.30pm, Monday to Friday)**



# Medicines Management Team

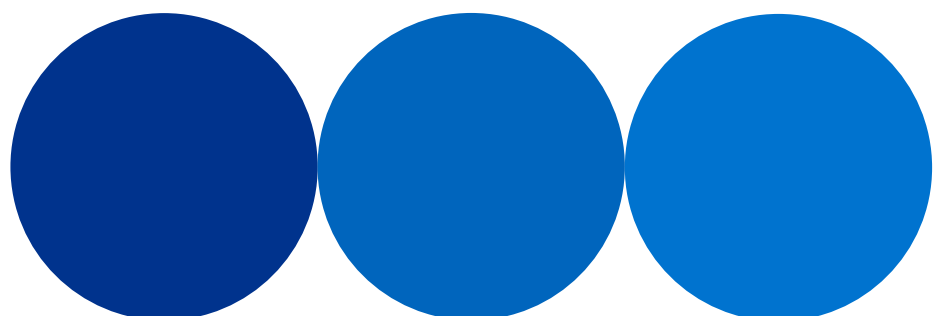
## Support available

- Advice on the management of medication in social care settings including storage, documentation, administration and disposal
- Advisory visits direct to care homes
- Access to the service is also open to domiciliary care providers
- Advice on medication administration for people with swallowing difficulties and enteral tubes

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: yes Residential Home: yes (or from domiciliary care agency)
<b>2. Referral by GP, District Nurse or other</b>	Not necessary, but healthcare professionals are invited to contact the service
<b>Hours of Service:</b>	Monday-Friday, excluding bank holidays 9am-5pm
<b>Link or Referral Documents</b>	<a href="http://www.harrogateandruraldistrictccg.nhs.uk/medicine-management/the-safe-handling-of-medicines-in-social-care-settings/">www.harrogateandruraldistrictccg.nhs.uk/medicine-management/the-safe-handling-of-medicines-in-social-care-settings/</a>

**CONTACT: [Hardccg.nymm.socialcare@nhs.net](mailto:Hardccg.nymm.socialcare@nhs.net)**



# Mental health services for older people (Community Mental Health Team)

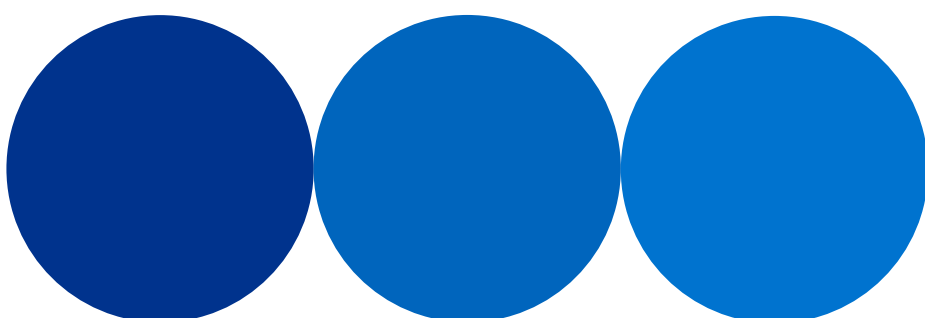
## Support available

- Telephone advice/support on changes in behaviour
- Psychiatric medication advice
- Assessment/treatment of people over 65 presenting with mental health issues (psychosis, depression, anxiety and dementia)

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: no Residential Home: no (telephone advice can be sought)
<b>2. Referral by GP, District Nurse or other</b>	All referrals are by GP surgery at present
<b>Hours of Service:</b>	Monday to Friday 9am-5pm
<b>Link or Referral Documents</b>	A new e-referral system is being set up, which should be live by the end of 2017

**CONTACT: 01723 384600**



# Nutrition and Dietetic Service

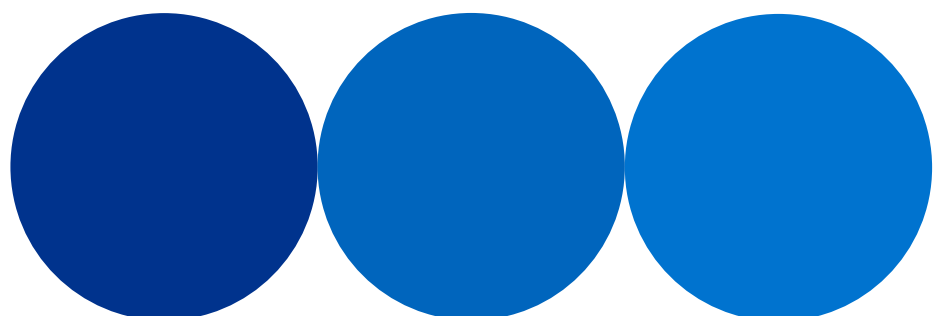
## Support available

- If a resident would benefit from advice on nutrition or diet related problems, please contact your GP for referral to request this
- Ongoing support is available to any residents who require enteral feeding
- Training can be provided to care home staff if required

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: no Residential Home: no
<b>2. Referral by GP, District Nurse or other</b>	Referral via GP to the Nutrition and Dietetic Department (see contact details below)
<b>Hours of Service:</b>	Monday to Friday 8.30am-5pm
<b>Training Available (with any associated costs):</b>	A training package is being developed

**CONTACT: Customer Access Service, 01653 609609  
or email [hnf-tr.cas@nhs.net](mailto:hnf-tr.cas@nhs.net)**





# Palcall—Telephone Support

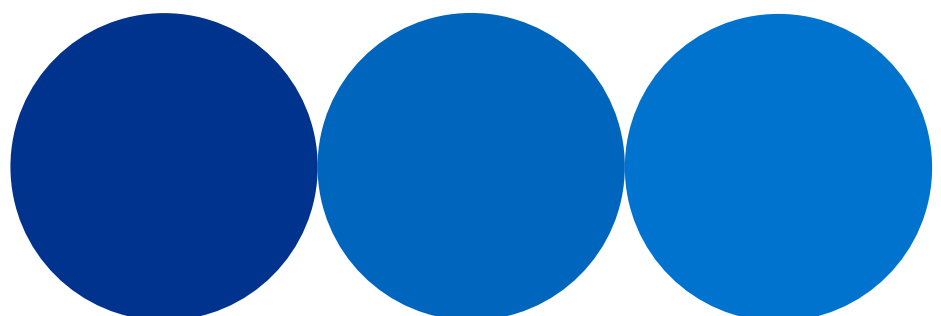
## Support available

- Nurse-led telephone advice and support for patients with life-limiting illness
- For Scarborough, Filey and Ryedale patients (service also covers Whitby and Bridlington areas)

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: yes Residential Home: yes
<b>2. Referral by GP, District Nurse or other</b>	Other health or social care professional
<b>Hours of Service:</b>	Out of Hours (outside normal GP surgery hours)
<b>Link or Referral Documents</b>	<a href="http://www.saintcatherines.org.uk/professionals/referral-forms">www.saintcatherines.org.uk/professionals/referral-forms</a>

**CONTACT: 01723 354506**



# Parkinson's Specialist Nurse

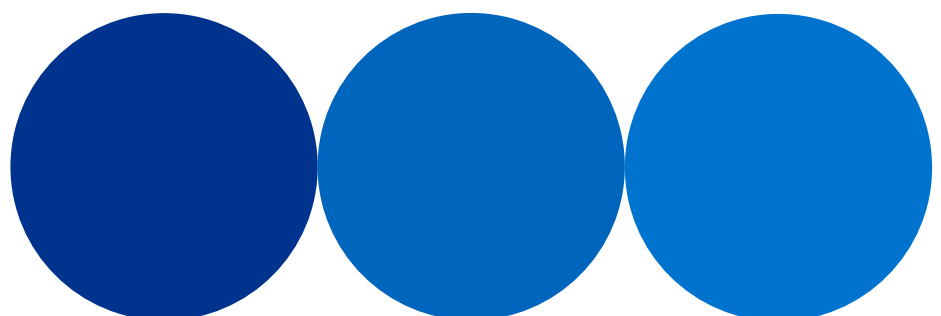
## Support available

- Home visits if patient known to the service and unable to attend clinic
- Medication review (Parkinson's Medication only)
- General and specialist advice regarding Parkinson's Disease

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: yes Residential Home: yes
<b>2. Referral by GP, District Nurse or other</b>	n/a
<b>Hours of Service:</b>	Monday to Thursday 7.30am-6pm
<b>Training Available (with any associated costs):</b>	Client specific advice and training available where needed

**CONTACT: 01723 385054 (please note, response times may be delayed when clinics are running)**



# Public Health England (Yorkshire and Humber Health Protection Team)

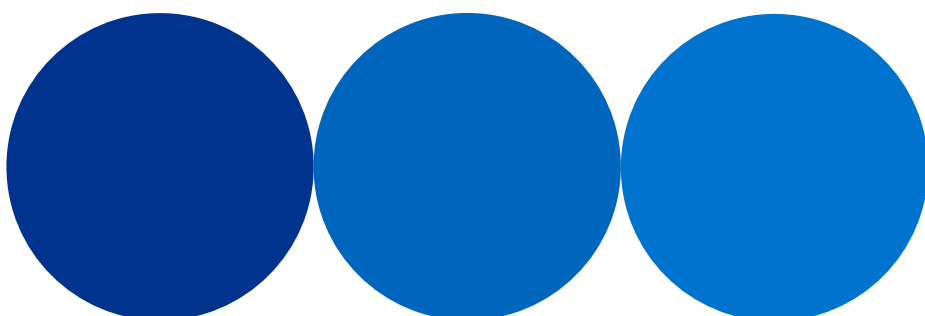
## Support available

- Health protection enquiries
- Reporting notifiable diseases and causative organisms
- Management and control of outbreaks (respiratory)
- Communicable disease advice
- Vaccination advice
- Posters / Factsheets / Leaflets
- National Guidance
- Knowledge Hub

## Referral Pathway

1. Direct Referral	Nursing Home: yes Residential Home: yes (Domiciliary Care Agencies can also refer)
2. Referral by GP, District Nurse or other	See above
<b>Hours of Service:</b>	Acute Response Centre Monday to Friday, 9am-5pm Out of Hours, weekdays, 5pm-9pm and weekends 24-hours (EMERGENCY ONLY)
<b>Link or Referral Documents</b>	<ul style="list-style-type: none"> <li>■ <a href="http://www.gov.uk/topic/health-protection/infectious-diseases">www.gov.uk/topic/health-protection/infectious-diseases</a></li> <li>■ <a href="http://www.gov.uk/government/organisations/public-health-england">www.gov.uk/government/organisations/public-health-england</a></li> <li>■ <a href="https://khub.net/web/pheyorkshireandhumber">https://khub.net/web/pheyorkshireandhumber</a></li> <li>■ <a href="#">Managing Norovirus outbreaks in social care settings</a></li> </ul>

**CONTACT:**  
01904 687100 (office hours), 0114 304 9909 (out of hours, emergency use only)



# Scarborough, Whitby, Ryedale Podiatry Team

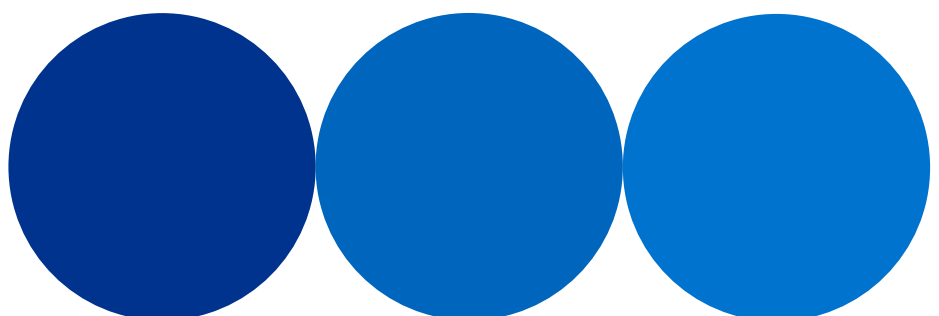
## Support available

- Podiatry department provides Specialist Podiatry assessments and treatment for the below conditions (this list is not exhaustive):
  - Deformed toe nails (eg in-growing toe nails or thickened nails)
  - Corns and callus
  - Diabetics categorised a moderate risk, high risk or those with foot ulcers
  - Foot ulcers
- We also offer biomechanics assessments and the provision of orthotics to patients with a Podiatric need in line with the specification
- Home visits are only available to house-bound patients

## Referral Pathway

1. Direct Referral	Nursing and Residential Homes able to refer patients with a podiatric need including urgent referrals for patients with foot ulcers
2. Referral by GP, District Nurse or other	GPs and healthcare professionals able to refer to patients with a podiatric need including urgent referrals for patients with foot ulcers
<b>Hours of Service:</b>	Monday to Friday 8.30am-5pm
<b>Training Available (with any associated costs):</b>	Teams can contact Podiatry service to discuss their potential learning needs so training can be tailored to meet this

**CONTACT: Springhill House, 19 Springhill Close, Scarborough  
YO12 4AD; 01423 542972**



# Social Care for Adults (North Yorkshire County Council)

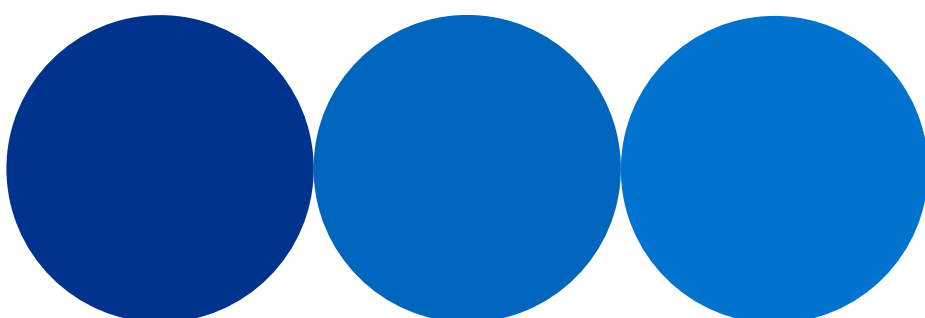
## Support available

North Yorkshire County Council provides a wide range of services for older people as part of its commitment to deliver social care for adults. Other local authorities, such as Scarborough Borough Council and Ryedale District Council, also provide leisure, cultural, sporting and organised social activities for older people.

## Referral Pathway

1. Direct Referral	Nursing Home: yes Residential Home: yes
2. Referral by GP, District Nurse or other	yes
<b>Hours of Service:</b>	Normal office hours, in most instances
<b>Link or Referral Documents</b>	<ul style="list-style-type: none"> <li>■ North Yorkshire County Council - for more information about Social Care for Adults, click <a href="#">here</a>.</li> <li>■ North Yorkshire County Council - <a href="#">Care and Support Services Directory</a></li> <li>■ <a href="#">North Yorkshire Connect</a> - North Yorkshire's Community Directory containing local information from community and voluntary organisations that can provide advice and support</li> <li>■ <a href="#">Scarborough Borough Council</a></li> <li>■ <a href="#">Ryedale District Council</a></li> </ul>

**CONTACT: North Yorkshire County Council Social Care Centre, 01609 780780  
(normal office hours only)**



# Speech and language therapy, Adult Learning Disability Service

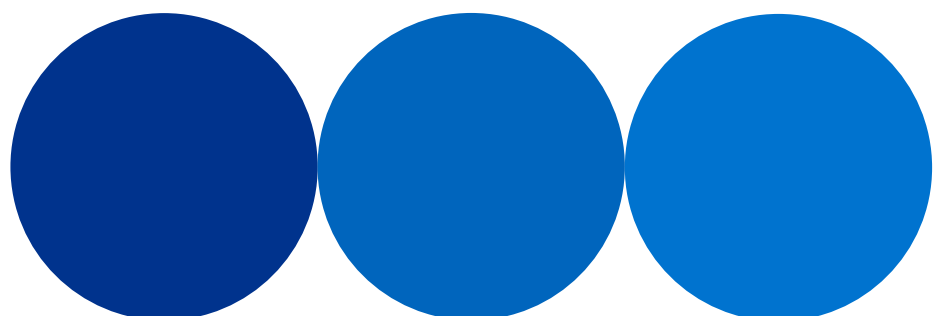
## Support available

- Specialist assessment and management of speech, language, communication, and/or swallowing disorders for adults over 18 years of age that have a learning disability
- Work within a multi-disciplinary learning disability team with other professions including nurses, physiotherapists, occupational therapists, psychologists and psychiatrists and work closely with family and carers
- Offer client based training about communication and safer eating and drinking for families and carers. Other training for staff groups will have a charge.

## Referral Pathway

1. Direct Referral	Yes through Learning Disability Referral form. All referrals are triaged by the Learning Disability Service. If the person has a learning disability and is appropriate, the referral is allocated to the speech and language therapist. If the person does not have a learning disability, the referral may be sent to another service after discussion with the referrer
2. Referral by GP, District Nurse or other	Yes, any health or social care professional
<b>Hours of Service:</b>	Monday to Friday, 9am to 5pm
<b>Training available</b>	Dysphagia and communication training is available. Specific to Learning disabilities. Costing on application.

**CONTACT:** Learning Disability Service, Eastfield Clinic, Westway, Eastfield, YO13 3EG, 01723 580940, 07769 642716 or email [tewv.eastfield@nhs.net](mailto:tewv.eastfield@nhs.net)



# Stoma Care Service

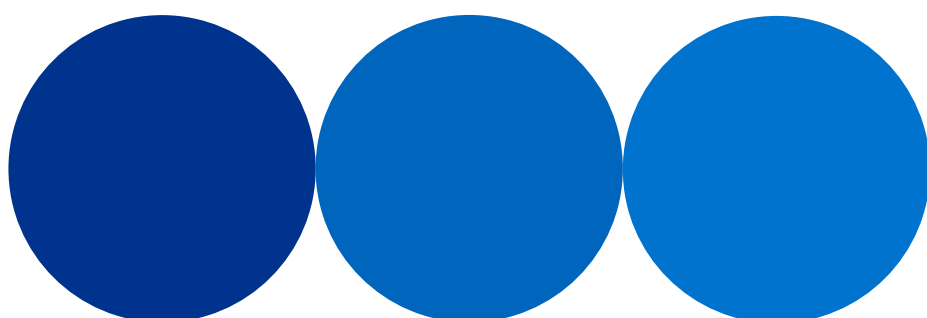
## Support available

- Support and guidance on general stoma care and more complex Stoma related issues
- Support with psychological problems relating to Stoma and stoma care
- Guidance on Stoma and peristomal skin problems/complications
- Advice on Stoma appliances and associated products
- Training for carers

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: yes Residential Home: yes (will also accept referrals from individuals with a Stoma) No formal form is required. Just telephone or email.
<b>2. Referral by GP, District Nurse or other</b>	Will accept referrals from all other healthcare providers
<b>Hours of Service:</b>	Monday to Friday (excluding bank holidays) 8.30am-5.30pm
<b>Training Available (with any associated costs):</b>	Training available to groups of all sizes on general Stoma care and to smaller groups/individual carers on client centred specific Stoma care

**CONTACT: 01723 342388**



# Tissue Viability Specialist Nursing

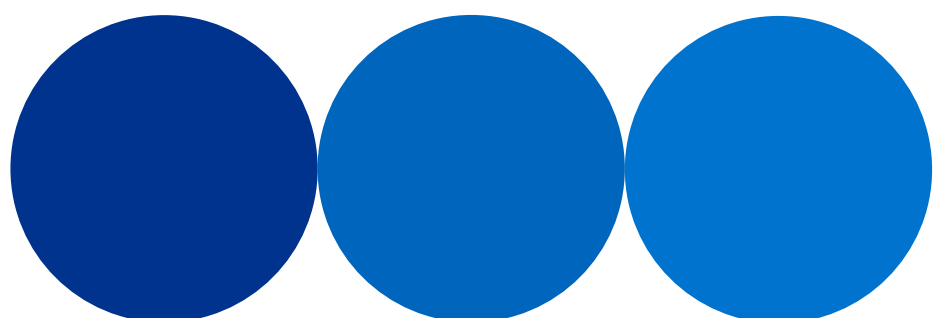
## Support available

- Advice and help with all aspects of Tissue Viability
- Advice about pressure ulcer grading and skin care
- Education of Care Plans
- Education programmes
- Support and education available to all nursing and residential home staff

## Referral Pathway

<b>1. Direct Referral</b>	Nursing Home: yes Residential Home: yes
<b>2. Referral by GP, District Nurse or other</b>	As above
<b>Hours of Service:</b>	Monday to Friday 9am-5pm

**CONTACT: Customer Access Service, 01653 609609  
or email [hnf-tr.cas@nhs.net](mailto:hnf-tr.cas@nhs.net)**





# Tuberculosis and New Entrant Assessment Team

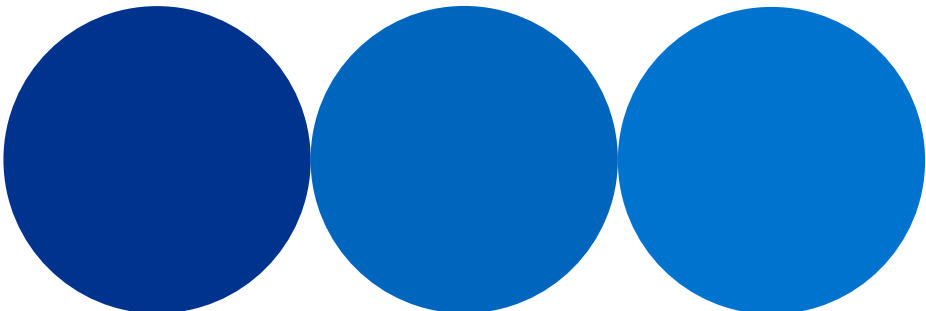
## Support available

- Support for individuals on treatment for active Tuberculosis
- Support for individuals on treatment for latent Tuberculosis
- Tuberculosis screening for new entrants into the UK from countries with an annual incidence of 40 per 100,000 or more
- Information / general awareness sessions about Tuberculosis
- Training for carers

## Referral Pathway

1. Direct Referral	Contact the team direct via phone or email for general enquiries about Tuberculosis and support regarding TB
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**TB Nurses: Karina Coxhead or Alison Mawson, Phone 01423 555734 or email: [tb@hdft.nhs.uk](mailto:tb@hdft.nhs.uk), or Fax: 01423 557357**  
**[www.hdft.nhs.uk/services/infection-prevention-control/tuberculosis-and-new-entrant-assessment-team/](http://www.hdft.nhs.uk/services/infection-prevention-control/tuberculosis-and-new-entrant-assessment-team/)**



## Verification of Expected Death

### Support following the death of a care home resident

Please note, Out of hours GPs are no longer able to attend to verify expected death in care homes.

Best practice guidance promotes quality care for End of Life patients and for those who are bereaved in that timely verification is an important stage in the grieving process for relatives and carers (Ambitions for Palliative and End of Life Care 2015, Hospice UK and National Nurse Consultant Group 'Palliative

Care' 2017).

NHS Scarborough and Ryedale CCG has supported nursing homes in the area with training in the Verification of Expected Death which has been facilitated through the Clinical skills and Resuscitation Team, York Teaching Hospital NHS Foundation Trust.

For Residential Homes the CCG is looking into ways to help support carers in their knowledge and skills when caring for people who are at the end of their lives.

For Nursing Homes who have Registered Nurses who are not yet competent in Verification of Expected Death and for Residential Homes the following support is available (see below):

### Palliative care services

Palcall, 01723 354506	Access to telephone advice and support for patients registered with Palcall
H@H service – 24/7 01723 356062	Able to provide telephone support or visit to verify expected death for residents known to a hospice service and registered with a Scarborough or Filey GP
Care Homes Support team – week days (9-5pm) 01723 351421	Able to provide telephone support or visit to verify expected death for residents known to the team and in a residential home within Scarborough, Filey and Ryedale areas