



28<sup>th</sup> April 2020

Dear Manager

As a provider of palliative and end of life care services, we appreciate the additional challenges that you and your staff will be facing during the current Coronavirus pandemic. To ensure you and your team feel adequately supported during this time staff at Myton Hospices have put in place a dedicated telephone line to support colleagues caring for residents who are in the last weeks or days of life.

Please call if either you or your staff require advice and/or support concerning;

- Recognising when someone is dying
- Generic care of the dying person
- Communicating with families
- Advance care planning/ReSPECT
- Guidance in relation to difficult conversations

We are also able to provide one to one guidance/support to you as a manager – once you make a request via our support line one of our Senior Nursing Team will contact you in person.

**Care Home Support line 02476 936 786**

One of hospice Clinical Nurse Specialists will answer the call and will assess the level of support you require from the information you provide.

**Please note; we are unable to provide any support in relation to the acquisition of PPE**

**Clinical Care**

It is not our intention to replace any existing pathways in relation to clinical care therefore;

- If you are a Coventry care home and require clinical assistance following a deterioration in your resident's condition please continue to access Coventry Community Services through your usual routes.
- If you are a care home in Nuneaton, Bedworth or North Warwickshire should you have an emergency linked to palliative care please contact the Rapid Response service on 07584 557366 24/7 who will do their very best to assist you.

- If you are a care home in South Warwickshire, and would normally seek support from Shakespeare Hospice or Shipston Home Nursing, please continue to contact them through your usual route. Out of hours contact the Rapid Response EOL Care services 07775 016618
- If you are a care home in Rugby or South Warwickshire (who does not have links with Shakespeare Hospice or Shipston Home Nursing), and require clinical assistance with a resident who is in the last weeks or days of life.  
**8am to 8pm** Call the Care Home Support line on the number above - we will then arrange for our Myton at Home team to call you back.  
**8pm to 8am** - contact the South Warwickshire Rapid Response EOL care services 07775 016618 or Rugby Rapid Response EOL care service on 07584 557366

We are here to help; should you require any additional information or have a query with regards to any of the above please do not hesitate to call the helpline or contact our Director of Nursing and Care; [michelle.linnane@mytonhospice.org](mailto:michelle.linnane@mytonhospice.org)

Yours sincerely

Ruth Freeman CEO  
Myton Hospices