



01535 292 768



Our team are here to give you advice and support when you really need it.

NHS
Harrogate and District
NHS Foundation Trust

**SOCIAL
FINANCE**

St Michael's Hospice
**MACMILLAN
CANCER SUPPORT**

Goldline
24/7 Patient Care



Harrogate End of Life Planning and Support Service (HELPSS)



HELPSS can support you if you are living with a palliative diagnosis or may be approaching the last year of life. It includes the opportunity for discussion with a healthcare professional about wishes and preferences both now and in the future and 24 hours a day, 7 days a week telephone advice and support (Goldline).

Why do I need to plan ahead?

You may well have views about your care: what you would like to happen, where you want to receive care, and even things you wish to avoid. This is known as Advance Care Planning (ACP) or Future Care Planning. Starting these discussions early gives the opportunity for conversations to evolve over a period of time without any pressure to make quick decisions. It may help to include your family and carers when making these plans.

An Advance Care Plan can include:

- What matters most and how this might change if you were less well
- Preferences and priorities for the types and place of care and treatment you may want
- Nomination of a spokesperson who could advocate on your behalf if you were unable to do so for yourself
- Recording of any legally-binding decisions you have made e.g. an Advance Decision to Refuse Treatment

Who can support me to create an Advance Care Plan?

Your GP or any other healthcare professional can have these discussions with you and help you make these decisions but we are also increasing the availability of people to guide these discussions with the launch of the Saint Michael's Hospice Advance Care Planning Service, part of the HELPSS offer.

The Saint Michael's team can support you to ensure care choices at the end of your life are discussed, recorded, and shared with relevant healthcare professionals.

Saint Michael's is also on hand to offer wider specialist support as part of its range of services, including wellbeing support, inpatient care and care at home.

Find out more at www.saintmichaelshospice.org



What happens to my information?

You will be included on a palliative care register at your GP practice, which is nationally recognised as good practice. This will allow the professionals caring for you to help plan your care according to any changes in your condition.

This information can be accessed by other healthcare professionals who may be caring for you now or in the future. It can be particularly useful for professionals such as out of hours doctors and night nursing services, who are less familiar with you, to know what type of care they should provide.

Find out more about how your information is used www.hdft.nhs.uk/services/palliative-care/epaccs/

What is Goldline?

Once you have created an Advance Care Plan (either with your healthcare professional or Saint Michael's Hospice ACP team) you will be given contact details for the Goldline. The Goldline is a 24-hour **telephone** service, provided by a dedicated team, who offer access to clinical help, support and advice. You and your carer can use this support line when:

- **your GP surgery is closed.**
- **you are finding it difficult to get help during the day or night and need some advice.**
- **you are feeling anxious or frightened at any time.**

During normal working hours you should, if possible, continue to use your normal point of contact for advice, for example your district nurse, GP or specialist team.

Who will answer my call?

A qualified and experienced healthcare professional will answer your call. They are available 24 hours a day, 7 days a week. If the phone line is busy, you will hear a recorded message that will ask you to either hold or leave your name and phone number. If you leave a message, one of the team will call you back as soon as possible.

How can the Goldline help me?

We can give advice, support you, and contact other services on your behalf. By providing extra advice and support in your home (including your care home) you may be able to avoid going into hospital. However, if needed, admission to hospital or hospice can be arranged. The Goldline team work closely with the other people involved in your care and endeavour to co-ordinate services, such as District Nursing and out of hours GPs you at home.

