

## Enhanced Supportive Care

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### What is Enhanced Supportive Care?

Early integration of supportive care is currently being encouraged through a national NHS England initiative. The initiative provides a fresh and modern approach to supporting patients whilst they are receiving active treatment(s) through the hospital.

Enhanced Supportive Care aims to

- promote better access to expertise to manage the effects of a disease and its treatments
- achieve the best possible quality of life for patients and families
- support decision-making and discussions about priorities relating to future care

Enhanced Supportive Care can benefit patients, families and clinicians by

- improving patient experience and outcomes
- reducing the use of burdensome interventions and treatments when benefits are no longer clear
- facilitating (and communicating appropriately the outcomes of) detailed advance care planning conversations that may help to avoid unplanned hospital admissions

Rather than waiting until patients are really struggling, Enhanced Supportive Care aims to provide patients with early access to specialist support before or at the point that symptoms or concerns arise.

### Who is in the Enhanced Supportive Care team and what do they do?

The team includes

- Doctors
- Nurses
- Occupational therapists
- Physiotherapists
- Dietitians
- Chaplaincy/spiritual support
- Administrative support

You can meet the Enhanced Supportive Care team

- when you are in the hospital as an inpatient or day-case patient
- in an Enhanced Supportive Care outpatient clinic at the hospital
- alongside your regular team when you attend for hospital specialist outpatient appointments
- in a telephone consultation
- in a single contact or you may be offered several appointments, depending on your needs and preferences

The Enhanced Supportive Care team works closely with your hospital team and will liaise with your GP and community-based health care professionals (for example, district nurses, community respiratory nurses or community palliative care services) to ensure that your care is delivered seamlessly wherever you are. We can also signpost patients and families to other helpful agencies inside and outside the hospital.

## Why am I having a holistic-needs assessment?

We aim to provide a 'whole-person' or holistic approach to promoting well-being and quality of life. Your concerns may include physical, emotional, psychological, spiritual, social, practical or financial issues, for example. To help identify all of the problems that you and the people closest to you are experiencing you will be asked to undertake a holistic-needs assessment survey. If you feel unable to complete the survey yourself then you are welcome to choose someone to help you do this. The Enhanced Supportive Care team will then work with you to make a plan to address the issues that you have identified.

## Referrals

Referrals to the service can be made by any member of your hospital specialist team by contacting our administrators on **01392 408636**.

## Further questions

Please contact our administrators on **01392 408636**.

The Trust cannot accept any responsibility for the accuracy of the information given if the leaflet is not used by RD&E staff undertaking procedures at the RD&E hospitals.

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