When can I call?
You can call any time. The palliative care hub is a 24 hour service.

If the service is busy or unavailable for any reason the call will be answered by the main 111 service.

Calls to the service are free of charge.

Is this only for people over a certain age?
The Palliative Care Hub is available to all adults aged 18 and over across Cambridgeshire and Peterborough.

Is the service only for people with cancer?
The service is available for people who have been diagnosed with a progressive or life-limiting illness. This can include dementia, heart failure, respiratory failure, neurological conditions, and more.

Equity and equality:
The Palliative Care Hub is accessible to anyone that needs to access support and advice in the community, when living with a progressive disease.

Scanning this QR code will take you to the website page of the Hub, which includes detailed information about the service.

This leaflet is also available in other languages, large print, easy read and audio format upon request.

Contact details
Arthur Rank Hospice Charity
arhc.org.uk/contact-us/

Switchboard number: 01223 675777
Palliative Care Hub: dial 111 choose option 3

Cambridgeshire and Peterborough ICS
www.cpics.org.uk/contact-us/

Switchboard: 03 300 571 030
The Palliative Care Hub is here to help people facing life-limiting illnesses, their family/friends, and health and social care professionals to access the support they need, when they need it.

What does palliative care mean?
Palliative care describes the support and guidance that people with an incurable condition can access. It is provided to help guide them, their family and friends with ongoing treatment, symptom management and any care needs. It also helps focus on the needs and wishes of the individual, when they are at the end of their life.
Palliative care can also be called supportive care, and is managed by specialists who are experienced and enable people to feel heard, and to guide appropriate discussions.

It may include:
- Managing symptoms that affect physical health such as pain, fatigue or breathlessness.
- Ongoing psychological, emotional and spiritual support including faith and beliefs.
- Practical care including physical needs like dressing, washing, and managing dietary intake.
- Guidance and support for family and friends including coping with what to expect.

How can this service help me?
The Palliative Care Hub offers support and guidance. All the nurses on the call-line, are specialists in palliative care and are here to help with advice on matters such as symptom management and quality of life. The Hub will signpost you to community services that are available. Most importantly the Hub nurses are also at the end of the phone to listen, and support you when needed.

What can I call about?
The Hub nurses are here to discuss anything that is causing you concern or worry. Please do not hesitate to contact the Hub if you need to talk to someone. If they cannot directly help you, you will be signposted to an appropriate service.

I am a family member/friend/carer, can I call?
The service is available for patients but also for anyone that has contact with, or is supporting someone who has a palliative condition, including health and social care professionals.

Is this service available if I don’t receive care at a hospice?
You do not have to be under the care of a hospice team to be able to access the Palliative Care Hub. If you do contact the Hub on 111 option 3, your needs will be assessed by the nurse; any referral to a hospice would be carefully considered and agreed with you, or someone able to consider this for you, if you are unwell. The Hub is a phone service providing a gateway to other support, including possible hospice care if this is needed.

Where is this service available?
The service is for anyone living in Cambridgeshire or Peterborough, including The Fens, Huntingdon and Wisbech.