

Palliative and End of Life advice line for care providers

Advice line for North Norfolk, South Norfolk, Norwich, West Norfolk: 0330 158 8011

A 24 hour a day 7 day a week Palliative telephone advice service is available for members of the public and health and care professionals.

- Option 1: Advice for Health and Care Professionals
- Option 2: Advice for patients, families, and carers
- Option 3: General Enquires

The Palliative Carers advice line is open to Patients, Relatives and Carers of palliative and End of Life patients for North, South, West and Norwich Localities.

It is also open for domiciliary agencies and care homes.

The Palliative Carers advice line is a nurse led telephone service offering advice, information, and signposting.

The aim of the advice line is to help improve quality of life for patients, families and carers.

This advice line is open to offer advice by a specialist palliative and end of life nurse twenty-four hours a day, seven days a week.

Please use the advice line if you need help with: medicine management; symptom control (e.g. pain relief, nausea and vomiting); psychological distress; advice regarding ACP and support.

When not to use the advice line: If the question can be answered in house; if a 999 call is required; if person needs to go to hospital; general queries.

Advice line for Great Yarmouth and Waveney: 0800 567 0111

Whether it's for a patient facing a new symptom, a carer worried about giving the correct dosage of pain relief or a doctor or nurse care worker with a query, **OneCall** is there to support everyone in our catchment area.

Please click on the links for more information

<https://www.ecch.org/our-services/specialist-palliative-care-services/>

<https://www.stelizabethhospice.org.uk/how-we-can-help/hospice-care/great-yarmouth-and-waveney/>