

## **Care 24**

### **Information for Families**

---

We hope this leaflet explains how Care 24 can help and support you and your family at this difficult time.

### **What is Care 24?**

Care 24 is a nurse led service which provides support, advice and nursing care for you and your child when you have chosen to be at home for end of life care.

This service is provided by NHS Lothian Children's Nursing Services and Children Hospices Across Scotland (CHAS) working together to offer you 24 hour, seven days a week access to care and support in your home. Care 24 links closely with your general practitioner and lead clinician.

The service is provided by a small team of healthcare professionals who will work together with you to meet your needs and wishes. The team is experienced in end of life care and symptom management.

The care and support offered will encompass physical care, emotional care and symptom management as detailed in your Anticipatory Care Plan.

You will always have an allocated named nurse who will be your single point of contact throughout the 24 hour period, seven days a week.

### **What will Care 24 offer?**

Key components of Care 24 are to provide responsive and anticipatory symptom management through holistic assessment, clinical care, emotional support and memory making. Through the single point of contact we offer you direct and flexible access to advice and support by telephone and home visiting.

To ensure we provide the right level of care to your child, often a daily home visit is required.

## **When to contact Care 24?**

You can call Care 24 at any time during the day or night. Please be assured that we are available to support any questions or concerns you may have and it is important that you do not hesitate to contact us.

## **How to contact Care 24?**

Between the hours of **8:00am** and **6:00pm** call:

**07736 212 978**

Between the hours of **6:00pm** and **8:00am** call

**01577 865 777**