

Leeds Palliative Care Inclusion Service



Referral Information for Health and Social Care Professionals

Who Are We?

We are a specialist, citywide service supporting patients aged 18 and over who are experiencing homelessness, are vulnerably housed, or have complex needs that are not being met by mainstream specialist palliative care services.

Our experienced team works across both **St Gemma's Hospice** and **Sue Ryder Wheatfields Hospice**, offering coordinated, inclusive palliative care for individuals often excluded from traditional pathways.

Referral Criteria

Patients aged 18 and over:

- Have **multiple complex health needs**, with a likelihood of dying within the next 12 months
- Have **extraordinary levels of need** not being met by mainstream services
- Are **experiencing homelessness**, are **vulnerably housed**, or have **persistent alcohol or illicit drug use**
- Have **current or potential unmet palliative and end-of-life care needs**

Many of our patients experience **tri-morbidity** – a combination of physical illness, mental health challenges, and substance misuse.

We are committed to inclusive care and accept referrals regardless of gender, disability, race, religion, or sexual orientation.

Referral Pathway

Referrals can be made by:

- Health and social care professionals
- Non-clinical frontline support workers (with best practice being prior discussion with the patient's GP to agree on the focus of care)

Referral methods

- **Via SystemOne e-referral**
- **Via email** to the St Gemma's or Wheatfields hospice referral inbox
- **Non-clinical referrers without SystemOne** should complete and email the referral form to the appropriate hospice
- **Via Respiratory MDT**
- **Via Forward Leeds MDT**
- **Via Liver and Alcohol MDT**

Benefits of the Service

- Improved access to palliative care for patients previously underserved
- Citywide collaboration for coordinated, person-centred care
- Specialist knowledge in supporting individuals with addiction at end of life
- Reduction in A&E admissions and hospital bed usage (ICB, 2023)

Service Operating Times

- **Monday – Friday:** 08:00 – 17:30
(Telephone and face-to-face visits)
- **Saturday & Sunday:** 08:00 – 17:30
(Telephone advice only)

Contact Details

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