

HARROGATE END OF LIFE PLANNING AND SUPPORT SERVICE

HELPSS

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Our service

HELPSS can support people living with a palliative diagnosis or who may be approaching the last year of life.

It includes the opportunity to create an Advance Care Plan and be referred to Goldline for 24/7 phone advice and support.



Advance Care Planning

To create an advance care plan contact:

- Your GP or any other healthcare professional or
- Saint Michael's Hospice Advance Care Planning Service.

They can support you to ensure care choices at the end of your life are discussed, recorded, and shared with relevant healthcare professionals, and they can refer you to the Goldline.

The plan includes:

- What matters most and how this might change if you were less well.
- Preferences and priorities for the types and place of care and treatment you may want.
- Nomination of a spokesperson who could advocate on your behalf if you were unable to do so for yourself.
- Recording of any legally-binding decisions you have made e.g. an Advance Decision to Refuse Treatment.



Goldline

24/7 Patient Care



01535 292 768

To access the Goldline you must be referred by a healthcare professional.

Goldline offers 24/7 telephone support to patients in their last year of life and their carers, providing clinical advice, emotional reassurance, and coordination of care.

- Available 24/7, including weekend and holidays.
- Staffed by experienced healthcare professionals.
- Coordinates care and can help avoid unnecessary hospital visits.
- Works closely with your existing care team to support you at home.
- If the line is busy, you can leave a message and they'll call back promptly.