

Frequently Asked Questions

What is personalised care and support planning?	NHS England » Personalised care and support planning
What is Advance Care Planning?	NHS England and NHS Improvement North West » Tell 3 People
How can I make an advance decision to refuse treatment?	Advance decision (living will) - NHS (www.nhs.uk)
What happens if I want to change my decision?	Making decisions and planning your care - Compassion in Dying
Will I be given the time to express my thoughts especially if I get upset?	
Can someone come with me to my appointments?	
Can I be sure that what I have to say will be taken seriously and noted?	
Will there always be respect for my personal privacy, dignity and identity when I am nearing the end of my life?	
If you think you or someone you know is being abused, or neglected you should tell someone you trust	NHS England » How to raise a safeguarding concern
How do I feedback or make a complaint about an NHS service?	NHS England » How do I feedback or make a complaint about an NHS service?
If I am admitted to a hospice or nursing home, will there be any visiting restrictions about who can come and see me	The service that is providing the care will be able to advise on their current visitor policy.
How do I contact my GP?	GP appointments and bookings - NHS (www.nhs.uk)
Who will be involved in my care?	Professionals who provide care (mariecurie.org.uk) What end of life care involves - NHS (www.nhs.uk)
I would like to speak with the hospital consultant again; who can arrange this for me?	What is PALS (Patient Advice and Liaison Service)? - NHS (www.nhs.uk)
What is the difference between Palliative Care and End of Life Care	What are palliative care and end of life care? (mariecurie.org.uk)
Am I entitled to ask for a second opinion and how do I know who to choose	NHS patients' rights - Citizens Advice
How do I cope with getting the news of a terminal diagnosis?	Coping with a terminal illness - NHS (www.nhs.uk)
I have a relative whose first language is not English; are there interpreters available so that they can fully understand what they are being told?	What is PALS (Patient Advice and Liaison Service)? - NHS (www.nhs.uk)
Are information leaflets given out in other languages?	
My relative has fallen out of bed several times, how can I be sure that this will not happen while they are in someone else's care e.g. hospital/nursing home/hospice	

What is Lasting/Enduring Power of Attorney and how do I apply?	Office of the Public Guardian - GOV.UK (www.gov.uk)
It has been suggested that our relative may not have Mental Capacity, what exactly does this mean and what are the implications?	Mental Capacity Act - NHS (www.nhs.uk)
We need to write a Will; how can this be achieved and what do we need to do?	Wills - Citizens Advice
Can I arrange my own funeral and how do I know my wishes will be carried out	How to arrange a funeral Hospice UK
How does hospice care differ from a hospital?	Homepage Hospice UK
What is Hospice care?	
Who is the best agency to give me advice regarding the welfare of children when a parent has passed away	Children and bereavement - NHS (www.nhs.uk) Supporting bereaved children and young people Child Bereavement UK Children, young people and grief - Cruse Bereavement Support Grief & Loss Parents Guide To Support YoungMinds
How does funding work for care home/ nursing home placements - who organises that	NHS-funded nursing care - NHS (www.nhs.uk)
What happens if we can't afford the nursing home fees, who can help and advise us	Residential care - Carers UK
How do I access my health records?	How to access your health records - NHS (www.nhs.uk)
I've been told that my elderly relative can have an Advocate; why would this be needed and what does it involve	Getting information about my loved one's health or prognosis - Compassion in Dying
	Independent Mental Capacity Advocate (IMCA) SCIE
How would I be able to get the necessary equipment for when my relative comes home?	Equipment and technology - Carers UK Household equipment for older people and people with disabilities - NHS (www.nhs.uk)
Do we have to pay for equipment?	
If we don't qualify to have equipment provided can we buy it ourselves?	
What happens to it when we no longer need it?	
What benefits might I be eligible for?	Benefits for the Terminally Ill Patient Special benefit rules for people with a terminal illness (mariecurie.org.uk) Caring for someone who is terminally ill nidirect
How do you get a benefits assessment?	
How do I access the Blue Badge Scheme?	Blue Badge scheme: information from your council - GOV.UK (www.gov.uk)
I been told that while I am looking after my relative at home I can get Carers Allowance, who helps me with this	Carer's Allowance - GOV.UK (www.gov.uk)
Practical advice and support for Carers	Practical support Assessments Equipment - Carers UK Caring for someone at home - Macmillan Cancer Support
What is a Carers Assessment and why do I need one	Carer's Assessment - Carers UK