NHS
Royal Devon
University Healthcare
NHS Foundation Trust

Enhanced Supportive Care (ESC)

(Northern services)

Other formats

If you need this leaflet in another format such as Braille, large print, high contrast, British Sign Language or translated into another language, contact the Patient Advice and Liaison Service:

- 01392 402093 (for Mid Devon, East Devon and Exeter services)
- 01271 314090 (for North Devon services)
- rduh.pals@nhs.net

What is enhanced supportive care (ESC)?

Enhanced supportive care (ESC) is a **holistic whole person approach** to patient care. It offers specialist support to patients and their families following a diagnosis of **metastatic cancer**.

Our aim is to help you maintain the best possible quality of life throughout your cancer journey.

What do we do?

We work alongside your Oncology doctor and their team, to provide tailored supportive care and guidance. Our role is advisory, offering expert guidance and support in managing symptoms and coordinating care that's right for you.

When will you meet us?

- At an ESC outpatient clinic (face-to-face or by telephone)
- During a hospital stay (as an inpatient or day case)

The ESC team includes:

- Doctors
- Clinical nurse specialists
- Occupational therapists

- Physiotherapists
- Dietitians

What can we offer?

We're here to support you and your family by providing:

- Management and prevention of side effects from treatment or disease
- Expert advice on symptom control
- Emotional support for you and your loved ones
- A safe space to talk, ask questions, and explore what matters most to you
- Support with future care planning
- Coordination with other healthcare professionals
- Guidance on social, practical, and financial issues

Your initial consultation

At your first appointment, we will complete a holistic nursing assessment, covering:

- Physical wellbeing
- Psychological concerns
- Social and practical issues
- Spiritual needs
- Financial worries

You are welcome to bring a family member, carer or friend for support.

Referrals

Any member of your hospital specialist team can refer you to the ESC service.

We may also refer you to other services if needed, including:

- Spiritual care
- Psychological support
- Financial advice

Contact us

Seamoor Unit,
Level 1, North Devon District Hospital
01271 311579

rduh.escnorthern@nhs.net

Opening hours

Monday to Friday, 8am – 4pm

We aim to respond to queries within 24 hours during the working week.

Please note: this is not an emergency service.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern, please contact PALS:

- 01392 402093 (for Mid Devon, East Devon and Exeter services)
- 01271 314090 (for North Devon services)
- rduh.pals@nhs.net

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

You can also share your feedback on the Care Opinion website at www.careopinion.org.uk or freephone 0800 122 3135.

Scan the QR code to visit the Care Opinion website →

Royal Devon University Healthcare NHS Foundation Trust
www.royaldevon.nhs.uk

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www.royaldevon.nhs.uk/get-in-touch