

Cabrini Palliative Care Service

Patient information



Cabrini Health

CONTENTS

Our values	1	Massage therapy	12
Our vision	1	Cabrini Health Biography Service	12
Cabrini Palliative Care Service	2	Carer support	12
Contact Us	2	Volunteers	13
What is palliative care?	3	Admission process	13
When to access palliative care	3	What to bring	13
How is palliative care different to other health services?	5	During your stay	14
Advance care planning/making choices	5	Smoking policy	16
The specialist palliative care team	6	Television	16
Medical care	9	Veterans' services	16
Nursing care	9	Acknowledgement of consent	16
Allied health	9	Teaching and learning	16
Pastoral care	10	How to make a complaint or provide feedback	17
Bereavement support	10	Health Services Commissioner	17
Music therapy	12	Rights and responsibilities	17
Art therapy	12	Patient information	18
		End-of-life care patient charter	21

OUR MISSION AND VALUES

OUR MISSION

Who we are:

We are a Catholic healthcare service inspired by the spirit and vision of Mother Cabrini and the Missionary Sisters of the Sacred Heart of Jesus.

What we believe:

We are a community of care, reaching out with compassion, integrity, courage and respect to all we serve.

What we do:

We provide excellence in all of our services and work to identify and meet unmet needs.

OUR VALUES

Our values form the base of our mission, are built around what we believe and drive how we act. They are drawn from Mother Cabrini's life and reflect her heart, her spirit, her conviction and her approach.

Compassion:

Our drive to care is not just a professional duty to provide excellent quality care but is born of a heartfelt compassion for those in need, motivated by God's love for all people.

Integrity:

We believe in the power of hope to transform people's lives and remain faithful to the bold healing mission and legacy of Mother Cabrini.

Courage:

We have the strength, determination, vision and conviction to continue the work of Mother Cabrini and the Missionary Sisters.

Respect:

We believe that every person is worthy of the utmost respect and the best possible healthcare. We know that our resources are entrusted to us for the benefit of others.

OUR VISION

Cabrini Health fulfils the commitment of the Missionary Sisters of the Sacred Heart of Jesus to the healing mission of the Catholic Church. We serve people across all stages of life, encompassing spiritual, physical, emotional and social care and reflecting the *Code of Ethical Standards for Catholic Health and Aged Care*. The wellbeing and happiness of our patients and their families is our mission and central to what we do.

Cabrini Health is a completely smoke-free environment

CABRINI PALLIATIVE CARE SERVICE

Many people fear the term 'palliative care', believing it is only about dying. It is true that palliative care is for people who have an illness for which there is no cure. In fact, the role of palliative care is to support patients, as well as their families, in living with their illness. Research has shown that patients who receive palliative care often live longer than those who do not.

At Cabrini Health, we provide palliative care throughout our health service and we specialise in complex palliative care at Cabrini Palliative Care, Prahran. We provide services both in hospital and at patients' homes, to ensure quality of living is enhanced wherever possible.

We believe that each patient and their family are unique and we work to provide care that is tailored to their needs.

We look forward to assisting you and your family.



Helen Walker
General Manager/Director of Nursing
Cabrini Palliative Care Service

CONTACT US

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646 High St Prahran Victoria 3181
ph (03) 9508 5027
fax (03) 9508 5050

Cabrini Palliative Home Care
ph (03) 9508 5030 or (03) 9508 5027 (after hours)
fax (03) 9508 5035

WHAT IS PALLIATIVE CARE?

Patients and families who use Cabrini Health's palliative care services do so for:

- Advice and management of symptoms such as pain, nausea, problems with appetite and breathing and any other symptom causing discomfort or distress
- Advice and coordination of home help, such as equipment, patient carers and financial support. We recognise that with any illness comes great change to families, and we will help find a way through these problems
- Psychological, emotional and spiritual support
- Admission to Cabrini Palliative Care Prahran for reassessment and setting a new plan to manage at home
- When the time comes, assistance with end-of-life care, either at home or at Cabrini Palliative Care Prahran
- Support through grieving and loss

Palliative care is available to all people who need it, whether they are in hospital, at home, in an aged care home or hospice.

WHEN TO ACCESS PALLIATIVE CARE

Palliative care can be accessed early in the course of an illness, together with other therapies intended to prolong life, such as chemotherapy or radiation therapy, and includes tests/investigations needed to better understand and manage distressing symptoms.

Patients can be referred to Cabrini Palliative Care by their health care teams – preferably sooner rather than later.

We provide services wherever patients may be located.



HOW IS PALLIATIVE CARE DIFFERENT TO OTHER HEALTH SERVICES?

The main aim of palliative care is to provide comfort and support for patients and families. At Cabrini Health, we believe palliative care is about living with a terminal illness.

The focus of all care decisions is centred on the patient and family, and what they may be experiencing. Assessment of, and communication with, patients is vital, as care is planned and adapted regularly to meet patients' needs and provide the best possible quality of life.

Patients who are transferred from hospital to Cabrini Palliative Care Prahran may notice a quieter environment, fewer tests and less visible equipment. For example, if patients have been used to having regular blood tests to check their blood count, and regular transfusions, our approach may seem different. Instead, we look at symptoms to develop the next steps in the patient's care. People who have a low blood count can often feel very tired and short of breath on exertion. Following discussion with their doctor, patients may opt for a blood transfusion if it can help these symptoms.

Our focus will always be on patient comfort and family support, rather than cure, and our aim is for best quality of life for the patient and their family.

Cardiopulmonary resuscitation, in the event of cardiac arrest, is generally not available at Cabrini Palliative Care Prahran. However, if a patient wishes to receive active resuscitation, and this is clinically possible, we will arrange urgent transfer to Cabrini Health's emergency department located in nearby Malvern.

ADVANCE CARE PLANNING/MAKING CHOICES

Australians are being asked to consider their preferences for end-of-life care. This can be done through formalising a plan of care that can be followed if a patient is not in a position to make decisions. Quality end-of-life care is achieved when it has met the patient's needs and upholds their care preferences. Therefore, patients are encouraged to appoint a trusted person to act on their behalf. Arrangements can be formalised by appointing a Medical Power of Attorney and writing an advance care plan incorporating any aspects of care important to the patient.

Assisted dying, or euthanasia, is against the law in Australia and is not supported in any way at Cabrini Health. However, we support our patients' desire for a dignified death without suffering. They have the opportunity to make decisions

about treatment, including the right to refuse treatment considered burdensome or futile. Our patients are encouraged to discuss these matters with their doctor, Cabrini Health's pastoral care team or the General Manager/Director of Nursing at Cabrini Palliative Care Prahran. We will offer every assistance to work through these complex issues.

Patients who have an advance care plan should bring it with them to hospital and give a copy to their admitting nurse or their home care nurse.

Information about advance care planning, wills or appointing an agent who can make decisions on the patient's behalf, is available through general practitioners, family lawyers and Palliative Care Victoria (ph 03 9662 9644). Brochures are also available at Cabrini Palliative Care Prahran.

THE SPECIALIST PALLIATIVE CARE TEAM

The team works in a multidisciplinary environment (meaning they represent a range of skills and clinical backgrounds). The team includes:

- Specialist palliative care doctors
- Specialist palliative care nurses
- Physiotherapists, occupational therapists, social workers, speech therapists, dietitians and other allied health professionals
- Pastoral care and bereavement support staff
- Specially trained volunteers

The team is divided into three service groups:

Consult team – the team assesses inpatients at Cabrini Hospital Malvern and Cabrini Brighton Hospital; advises on symptom issues and support needs at home; and educates general staff on the patient and family's particular palliative care needs. They may advise transfer to Cabrini Palliative Care Prahran for more specialist care if required.

Palliative Home Care – increasingly, people want choice about where they receive care. Our Palliative Home Care team provides symptom management and support to patients, working in partnership with families and other service providers to maintain comfort and help in the patient's home. Our specialist palliative care nurses are on call 24 hours for after-hours emergency treatment. For more information, call ph (03) 9508 5030.





Cabrini Palliative Care Prahran

Cabrini Palliative Care Prahran is a 22-bed specialist facility located at 646 High Street in the Melbourne suburb of Prahran. It offers well-equipped single rooms each with its own ensuite (private bathroom). Rooms surround a comfortable lounge room for communal activity and a garden courtyard. It has a beautiful chapel onsite and offers a wide range of spiritual and sacramental services.

Family meetings are convened to discuss goals of care and information is available at any time if requested. Prospective patients and families are welcome to visit and take a tour. Please call ph (03) 9508 5027 to make an appointment.

Private health insurance funds provide funding for care at Cabrini Palliative Care Prahran. Most will pay for 14-20 days care. The average length of stay is 12 days but the team works closely with patients and families, ensuring coordinated care when it is needed.

MEDICAL CARE

Medical care is provided under the supervision of specialist palliative care physicians. The Medical Director and the Director of Nursing ensure clinical standards are met. A Medical Registrar works with the team and is present four days per week. The service is supported by a 24-hour oncall service. Other doctors, all with expertise in palliative care, cover mid-week, weekends and public holidays.

NURSING CARE

All senior nurses are fully qualified in palliative care and are skilled at assessing and planning patient care needs. Our nurses work in teams led by a senior nurse and supported by a nurse manager during the week. The Director of Nursing/ General Manager is available to meet with patients and family members on request.

ALLIED HEALTH

A full range of multidisciplinary services, including allied health, are available at Cabrini Palliative Care Prahran.

PASTORAL CARE

Pastoral care practitioners provide person-centred care that takes particular account of the spiritual needs and issues arising from life-threatening illness and the changes it creates within patients themselves, their relationships and their environment.

While paying particular attention to spiritual care, pastoral care takes an holistic approach that complements the care offered by other disciplines. The focus is upon healing, guiding, supporting, reconciling, nurturing, liberating, and empowering people in whatever situation they find themselves.

Pastoral care practitioners, through skilled companionship, provide people with support not only to confront particular situations, but also to explore the possibilities for personal and spiritual growth.

In the past, pastoral care operated within the religious framework that was shared by most members of western society. Today, while a religious approach is still acceptable to some people; many others resist religious language and ritual, but welcome the opportunity to discuss matters of concern with a pastoral care practitioner who they have come to trust.

BEREAVEMENT SUPPORT

Grief is a response to significant change or loss. Admission to a palliative care program may incorporate many changes from early diagnosis to end-of-life care. Other sources of distress for family members are the changes that unfold as a person's illness progresses.

From early diagnosis through to end-of-life care, the many losses that may be experienced could include: loss of health, loss of certainty, loss of control and loss of dreams.

Bereavement is the state of having suffered a loss. Cabrini Palliative Care Prahran offers a specialist bereavement program to support patients and their families, understanding that:

- Grief is a natural response to loss
- Grief may be complex, involving a range of emotions
- People grieve in their own way
- There is no timetable for grief
- Grief is necessary to heal the wound of separation



MUSIC THERAPY

Music therapy is the planned and creative use of music to support emotional, social, physical, psychological and spiritual aspects of health, shared within a therapeutic relationship. Anyone can benefit from, and engage in, music therapy, regardless of musical background or experience. It may encompass music and relaxation sessions, singing, listening, sharing, discussion, instrument play, improvisation and therapeutic song writing.

Cabrini Palliative Care Prahran offers a music therapy service for patients and families during their inpatient stay. The service is available two days per week.

ART THERAPY

An art therapy program will be introduced in 2011. Like music, art is a wonderful means of expression and leaving important memories for loved ones.

MASSAGE THERAPY

Massage therapy can be made available at Cabrini Palliative Care Prahran. For further information please speak to our nursing staff.

CABRINI HEALTH BIOGRAPHY SERVICE

Based on the tradition of oral story-telling, the Cabrini Health Biography Service helps people in our care to record their stories. This is a free service available to patients receiving palliative care. Further information is available by contacting Cabrini Health Volunteer Services on ph (03) 9508 1084 or email volunteers@cabrini.com.au

CARER SUPPORT

Support for family caregivers is a core function of palliative care. Often, many family members/care givers have unmet needs and would like more information, education, preparation and personal support. At Cabrini Palliative Care, the crucial role of family members/care givers in the care of the patient is acknowledged by the interdisciplinary team and accordingly, general support and bereavement support are fully incorporated into our service philosophy and standards of care. Specific needs of carers should be discussed with the team and every effort to assist will be made.

VOLUNTEERS

Volunteers play an important role in palliative care services. Our specially trained volunteers perform a number of services to support our patients during their stay. For example, complementary foot and hand massages, company/conversation, reading and general assistance.

ADMISSION PROCESS

On admission to Cabrini Palliative Care Prahran, patients will be admitted by a nurse using a palliative care assessment. An initial discussion will take place between the doctor and the nurse to arrange medications. Patients are seen by the doctor within 24 hours of admission. Contact with other treating health professionals is made either before or on admission to ensure coordination of care.

WHAT TO BRING

Clinical information

- Any doctors' letters, reports, notes, consent forms
- All relevant x-rays and scans
- All medication repeats and authority scripts
- An up-to-date list of current medications authorised by the patient's general practitioner or pharmacist
- All medication currently being taken in the original labelled pharmacy container (including inhalers, patches, drops, injections and herbal/complimentary medicines)

Legal information

- Legal directive
- Medical/Enduring Power of Attorney

Insurance information

- Health Care and Pharmaceutical Safety Net card
- Health fund card, DVA card for veterans
- Medicare card and pensioner concession card
- Letter of authorisation for treatment from Workcover or Transport Accident Commission

Personal belongings

- Comfortable day wear, nightwear, dressing gown, slippers
- Toiletries
- Physical aids

Patients are asked not to bring large sums of money or jewellery. Cabrini Health does not accept responsibility for patients' valuables or property.

DURING YOUR STAY

Nutrition

Cabrini Prahran has its own kitchen/catering staff. While there is a set menu, kitchen staff will make every effort to meet personal meal preferences and special needs. Families can also purchase meals, but pre-ordering is required.

On admission, a nutritional assessment of your needs will be made. If required, a dietitian will see you to make a plan.

Infection control

Cabrini Health is committed to infection control and complies with the pertinent guidelines and standards. Comprehensive infection control policies and procedures protect our patients, their families, friends and staff. Any specific concerns may be discussed with a doctor or nurse. A specialist infection control nurse is available for information and advice.

Carparking

Carparking at Cabrini Palliative Care Prahran is limited with only a few spaces available at the main entrance. Please avoid parking in the doctor, ambulance and disabled spaces (unless holding a disabled parking permit). Please note that strict clearway zones apply in High Street Prahran during peak times. Please look carefully at the signs.



SMOKING POLICY

Cabrini Health is a completely smoke-free environment and smoking is not permitted on any Cabrini Health property.

TELEVISION

Each room has a television provided at no cost to the patient. Currently cable television is not available.

VETERANS' SERVICES

A Veterans' Liaison Coordinator can assist veterans and their families. Please discuss this with our staff.

ACKNOWLEDGEMENT OF CONSENT

Before a procedure, certain treatments or investigations, including a blood transfusion, patients are required to complete an Acknowledgement of Consent form. The patient's doctor is responsible for providing adequate information of the proposed treatment or procedure before completing the form.

If a staff member is exposed to a patient's blood or other body fluids through a sharp/needle stick injury or by other means, the patient's permission will be sought to perform a blood test for infective agents that could be transmitted.

TEACHING AND LEARNING

Cabrini Health is a teaching hospital. It has academic departments in partnership with Monash University (in surgery, medicine, medical oncology and clinical epidemiology) and with Deakin University (in nursing and dietetics), as well as affiliations with other universities. Cabrini Health participates in the training of nurses, doctors and other health professionals. If patients do not wish to be involved with students, please notify the attending doctor or nurse in charge. We have doctors in advanced training programs including registrars and fellows.

HOW TO MAKE A COMPLAINT OR PROVIDE FEEDBACK

Any concerns should be directed in the first instance, to the Nurse Manager or the Director of Nursing at the Cabrini Palliative Care Unit. If your concerns are not resolved, please contact the Customer Relations Manager on (03) 9508 1661. Lessons learned from complaint resolution are used to improve Cabrini's services. Also, refer to Cabrini Health's 'Compliments, Suggestions and Complaints' brochure which is freely available.

HEALTH SERVICES COMMISSIONER

The Office of the Health Services Commissioner is independent and assists with the resolution of consumer complaints about health services. It may be contacted on ph (03) 8601 5200.

RIGHTS AND RESPONSIBILITIES

Cabrini Health is committed to working in partnership with our patients, their families and carers, to ensure they receive the best possible care.

The *Australian Charter of Healthcare Rights* was developed by the Australian Commission on Safety and Quality in Healthcare, and adopted by the Australian Health Ministers Conference in 2008. Cabrini Health supports this Charter.

Our guarantee is that we will strive at all times to provide excellent services to our patients.

We welcome feedback and should an occasion arise that causes disappointment with our service, we will investigate any concerns with vigour.

PATIENT INFORMATION

YOUR RIGHTS	WHAT DOES THAT MEAN FOR YOU?	YOUR RESPONSIBILITIES
Access – to the health care you need	<p>Cabrini Health is a private health service. Your health fund will fund your stay or care.</p> <p>You will have been referred to a service that may be provided at different locations.</p> <p>We will provide information to you about the location of your care.</p>	<p>Ensure you understand the level of private health insurance you hold.</p> <p>Attend all appointments at the booked time and notify us if there is a problem.</p> <p>Cooperate with discharge arrangements.</p>
Safety – to safe and high quality care	<p>Cabrini Health will provide care to you that is based on best available evidence.</p> <p>Cabrini Health staff are qualified to deliver the care you need.</p> <p>Cabrini Health is accredited to provide this care.</p>	<p>Give us any information that will assist us in managing your care safely.</p> <p>To follow instructions regarding your care.</p>
Respect – to be treated with respect	<p>You will be treated with respect and consideration regardless of your age, culture, beliefs, sexuality and cultural identity.</p>	<p>To treat other patients and health care staff with respect.</p> <p>To cooperate with care givers or talk to them about why you cannot participate in your treatment plan.</p>

YOUR RIGHTS**WHAT DOES THAT MEAN FOR YOU?****YOUR RESPONSIBILITIES**

Communication – to receive the information you need to make the best decisions regarding your care

Provide concise and timely information to you about your care options and treatments in a way that you understand.

Provide professional assistance, for example, interpreters to assist in your understanding of care.

Tell us openly about your medical history, medications you are taking, allergies you have and anything else which will help us care for you.

Please speak up if you feel this is not happening, and we will ensure it does.

Participation – to be at the centre of health care discussions about your care

Encourage patients to make informed decisions about their care and to consent to treatment.

We respect the role family, friends and advocates may have in care decisions and will be guided by you in this.

Take an active role, to the extent that is right for you, in care decisions.

You can choose to consent to or refuse a treatment.

Ask for clarification on anything you are not sure about.

Privacy – to have my personal dignity maintained and information about me held confidentially

Ensure your health information is only shared with appropriate healthcare providers.

Recognise that you have a right to ask about your health record and clarify its contents.

Please respect the privacy and confidentiality of others.

YOUR RIGHTS**WHAT DOES THAT MEAN FOR YOU?****YOUR RESPONSIBILITIES**

To give feedback –to have a right to expect high standards of care and to make comment about my experiences and to be heard

We will provide an easy way of giving feedback to us on the service you have received.

Please ask your health care professional who will direct you.

To raise your concerns in a respectful way.

Talk to us if and when a problem arises and we will do everything we can to fix it.

Tell us we have done a good job if that is how you feel.

END-OF-LIFE CARE PATIENT CHARTER

We want to offer people who are nearing the end of their life the highest quality care and support. We want to help you live as well as you can, for as long as you can. Therefore, if and when you want us to, we will:

- Listen to your wishes about the remainder of your life, including your final days and hours, answer as best we can any questions that you have and provide you with the information that you feel you need.
- Help you think ahead to identify the choices that you may face, help you record your decisions and do our best to ensure that your wishes are fulfilled, wherever possible, by all who offer you care and support.
- Talk with you and the people who are important to you about your future needs. We will do this to help you all understand and prepare for everything that is likely to happen.
- Endeavour to ensure up-to-date communication of your needs and wishes to those who offer you care and support whilst you are residing here in our facility or elsewhere.
- Do our utmost to ensure that your remaining days and nights are as comfortable as possible, and that you receive all the particular specialist care and emotional and spiritual support that you need.
- Do all we can to help you preserve your independence, dignity and sense of personal control throughout the course of your illness.
- Support the people who are important to you, both as you approach the end of your life and during their bereavement.

Adapted from: 'Leading the Way: High-Quality End of Life Care Through General Practice' – developed by RCGP English End of Life Working Group, Patient Partnership Group and Royal College of Nursing (2011)

ASHWOOD
BRIGHTON
ELSTERNWICK
MALVERN
PRAHRAN

www.cabrini.com.au

