

Cabrini Palliative Homecare



ABOUT CABRINI PALLIATIVE HOMECARE

Cabrini Palliative Homecare (CPHC) forms part of Cabrini's palliative care service which also includes inpatient, outpatient and medical consultation services.

Our service provides patient and family-centred expertise in the assessment and management of symptoms for people living with a life-limiting illness during active, progressive, or advanced disease. This care is delivered, where possible, in the environment of your choice and provides physical, emotional, and spiritual support for patients and families.

Our nurses will support you and your family by working together with your general practitioner (GP), medical specialist(s) and other healthcare services, to manage your current issues. Our service will help you plan for your future needs to make the time you have as valuable as it can be for you and your family.

Our homecare program is designed around a shared care model, with the goal of providing services that are coordinated and integrated. This model is reliant on the support and involvement of your GP. If your care needs are complex, you may be referred by your treating physician, GP or CPHC nurse to our Supportive Care Clinic for review by one of the specialist Medical Palliative Care Consultants.

WHAT YOU CAN EXPECT

- Home visits will be scheduled dependent on your identified needs, but they generally occur between the hours of 9 am to 3 pm Monday to Friday.
- We will endeavour to meet your preference of morning or afternoon visits, however, this may be affected by the care needs of other community patients.
- Weekend visits are only scheduled for patients with highly specialised needs.

Important note

Home visits may be changed or rescheduled by the CPHC team at short notice, due to the care needs of other patients. An example of this would be if another patient requires urgent care due to a new or severe symptom. We appreciate your understanding in this need for flexibility.

YOUR RESPONSIBILITIES

- Prior to commencing with our service, you must make an appointment to see your GP either face to face or via telehealth, to ensure that your doctor is willing to partake in this shared care program partnership.
- Should you need to cancel or reschedule your visit, please contact CPHC (see details below) **preferably providing 24 hours' notice**, so we can reallocate the visit to another patient requiring care.
- Please ensure you are contactable via your chosen phone number.

PREPARATION FOR HOME VISITS

For the safety and wellbeing of staff we kindly request that you:

- Restrain your pets or put them in another room
- Provide a clear, clean smoke-free environment for our nurses to treat you
- Advise us if there is anything in or around your home that is unsafe
- Turn on your outside lighting if an evening visit is required

EMERGENCY MEDICATIONS

The CPHC nurse may contact your GP to discuss and obtain emergency medication orders in anticipation of your care needs changing. This emergency medication assists our team to relieve known symptoms such as pain, nausea, breathlessness and anxiety.

These medications may be oral or injectable. They must be stored in a cupboard/locked box out of reach of children.



For general enquiries and scheduling information

CALL (03) 9508 1325 7 am to 4.30 pm, seven days a week

 **Cabrini**
AT HOME

WHAT IF YOU NEED HELP OUTSIDE OF YOUR SCHEDULED HOME VISITS?

We will endeavour to meet your needs during business hours, however in case of emergencies/severe crisis management, you may require specialist palliative care intervention.

Before you contact the service out of hours, please ensure you have used your regular prescribed medication doses including any as needed medication. Please have these medications at hand at the time of your call.

Access to our oncall nurse outside of business hours is to be utilised for EMERGENCIES only.

CALL (03) 9508 1325 then follow the prompts.

This is for:

- Patients who are experiencing **SEVERE** symptoms or a crisis that cannot wait until business hours, that is not relieved by regular or as required medication
- Notification to the service that the patient has died

ALLIED HEALTH SERVICES

The **CPHC** team can assist with any enquires or information you may require about our allied health services:

Physiotherapy

Cabrini offers a wide range of physiotherapy services to assist individuals throughout all stages of illness. Visits may occur within your home or at one of our sites and is charged on a fee for service basis.

Occupational therapy

Our team will assess your mobility and environmental needs and can assist in arranging the hire of any temporary equipment to help with your daily living. **CPHC** will fund the hire of equipment for the first seven days. Following this the cost of the equipment hire will be invoiced to you or your nominee. Our occupational therapists can also provide information and recommendations for any permanent aids required.

Social Work

Social work staff can assist you with practical difficulties around social and financial matters. They can provide you with information regarding (but not limited to) advanced care directives, carer allowances, self-funded personal care/domestic assistance, disabled parking schemes and personal alarms.

Dietetics

Dietitians can help to improve quality of life through symptom control and targeted nutritional support and education.

Speech therapy

Speech therapists assist to optimise the ability to communicate. This may involve the use of communication strategies, communication tools, and alternative communication systems.

ASSOCIATED CABRINI SERVICES

CPHC works with several other Cabrini services to ensure a wholistic approach to care.

Pastoral and bereavement services

The Cabrini Pastoral and Bereavement team supports people through difficult times, providing pastoral, spiritual and emotional guidance, respecting each person's individual beliefs and opinions.

Music therapy

These are responsive and adaptive sessions run online or in person, driven by the choices and requests of patients. You can choose to play an active part within a session by singing/playing an instrument or a more passive role and just listen.

Biography service

Based on the tradition of oral storytelling, the Cabrini volunteer biography service helps people to record their stories. Through a process of listening, recording, note taking, developing text and confirming the accuracy of information with the storyteller, the biographer develops a significant and rewarding piece of writing that individuals can share with others if they so choose.



Further information

For further information about Cabrini Palliative Homecare, please call our number during business hours (7am - 4.30pm) (03) 9508 1325



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