Palliative Care Service Provider Listing

All health care providers that offer palliative care services within the Brisbane North and Moreton Bay region are invited to supply palliative care service information to the Brisbane North PHN.

This is part of a wider campaign by the Brisbane North PHN and its partners to increase knowledge of palliative care options amongst health care providers and the community.

Services included in the Palliative Care Service Provider Listing are as follows:

- Blue Care
- Cate Barrett
- The Karuna Hospice Service Ltd
- Metro North Hospital and Health Service
- Ozcare Brisbane North Chermside
- Ozcare North Lakes
- Palliative Care Helpline
- St Andrews War Memorial Hospital
- St Vincent's Private Hospital Brisbane
- Queensland University of Technology The Program of Experience in the Palliative Approach (PEPA)
- Caring for You Home Nursing
- Silver Chain
- The Wesley Hospital Palliative Care Service

Version 3.0, July 2015
Blue Care

Blue Care provides holistic professional palliative care and support for people with a terminal illness, their families and loved ones. We promote peace and dignity throughout the final stages of life. While upholding the choices and rights of the individual and their family to make day-to-day decisions, we provide:

- home nursing
- allied health services
- pain and symptom management assistance
- advice on equipment for nursing care at home
- assistance and relief for the care-giver (in-home respite)
- liaison between home, hospital, and doctors
- emotional support and guidance
- bereavement support for family and loved ones.

Blue Care has been contracted as an agreed provider of in-home palliative care services funded through the Metro North Hospital and Health Service (MNHHS). We routinely deliver palliative care in the home seven days a week between 7:00am and 5:00pm. Registered nursing staff also support 24hr after-hours telephone support with call-outs if indicated during the final stages of life.

<table>
<thead>
<tr>
<th>Area of service</th>
<th>Contact details for palliative care services</th>
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</table>
| Metro North Brisbane region      | Contact name: Blue Care Customer Service Centre, 08:00 - 16:30 Mon - Fri  
P: 1800 030 289**  
F: 07 3327 5610  
E: CommunityCare@bluecare.org.au  
**Our preference is for referrers such as Hospitals and GPs to send us referral details via fax. |

Cate Barrett, Speech Pathologist & Psychologist

A client-focussed service combining both speech pathology and psychology to assist patients and their families through the journey of diagnosis, assessment, consultation, therapy, intervention and assistance with negotiating services in the community.

Priority is given to oncology, dementia and a wide range of progressive neurological diseases, (some of which include: motor neuron disease, Huntington’s disease, not otherwise specified neurological diseases and Parkinson’s disease and associated diagnoses).

Assessment, therapy and intervention includes:

- swallowing difficulties (dysphagia), including some management of reflux (GORD) and low appetite
- dry mouth (xerostomia) and associated difficulties (drooling, oral thrush)
- fronto-temporal and general dementia changes that affect mood, behaviour and communication
- communication difficulties to increase functional ability (not traditional rehabilitation therapy). Includes advice and assistance with some ‘electronic’ and ‘non-electronic’ equipment (augmentative and alternative communication devices)
- consideration and discussion of cognitive capacity, care and service planning
- acceptance and adjustment to changed physical and social relationships, roles and grief counselling

Family/partner/carer education and support pertaining to all of the above areas.

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<tr>
<th>Area of service</th>
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| Clinic (Windsor) and home visiting service  
Home visits: north to approximately Ferny Hills / Carseldine / Banyo areas  
All visits by arrangement; flexible evening and weekend consults to suit families and carers are available (no additional fee) | Cate Barrett  
P: 0412 761 393  
F: 07 3357 3100  
E: cate_barrett@hotmail.com |
The Karuna Hospice Service Ltd

Karuna provides holistic models of care, education and spiritual support to help people understand, prepare for and face, end of life with calm and acceptance. Karuna utilises its compassionate approach and twenty years of experience to best support people to die at home with our holistic nursing, psychosocial spiritual and volunteer teams, as well as providing specialist bereavement support and meditation, education courses, professional development and access to a range of resources.

We offer in-home care in Brisbane, Brisbane North, Caboolture and Redcliffe areas with counselling and courses at our site at 27 Cartwright Street, Windsor as well as spiritual support and guidance for people faced with declining health, the end of life and loss.

Support for those outside the Metro North area is available via the Palliative Care Helpline on 1800 772 273.

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<tr>
<th>Area of service</th>
<th>Contact details for palliative care services</th>
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<tbody>
<tr>
<td>Standard Metro North region</td>
<td>P: 07 3632 8300</td>
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<td></td>
<td>F: 07 3857 8040</td>
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<tr>
<td></td>
<td>E: <a href="mailto:karuna@karuna.org.au">karuna@karuna.org.au</a></td>
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Metro North Hospital and Health Service

Redcliffe and Chermside Hospitals Specialist Palliative Care

- The Palliative Care Service provides care for people who have a life limiting illness, with little or no prospect of a cure and for whom the primary treatment goal is quality of life.
- The aim is to support care with inpatient, outpatient and home care settings. Additionally, the Service advises your treating GP or specialist and domiciliary nursing services of your palliative care needs.
- The inpatient unit offers short-term care only. If assessment shows you no longer need specialist inpatient palliative care, you will be assisted to either return home with increased support, or to find appropriate alternative accommodation. After hours admission occurs through the emergency department.
- Nurse Practitioners are an integral part of the Palliative Care Team and provide home visits to residential aged care facilities and residencies based on priority.
- Royal Brisbane and Women’s Hospital provides a consultancy service in Palliative Care

Services are provided from Chermside (The Prince Charles Hospital - 07 3139 4601) and Redcliffe Hospital (07 3883 7638).

Categories for referral
To be accepted to the Palliative Care Service you must identify with the following:

- limited life expectancy
- complex symptoms associated with your disease or its treatment
- illness or treatment-related distress that requires specialist palliative care evaluation and/or support
- be accepted for treatment by a palliative medicine specialist

Referring to the palliative care service
You will need a referral from your treating Medical Officer (General Practitioner or Specialist) for admission to the Service. Our administrative support team will help you to access the services you need and answer your questions.

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<tr>
<th>Area of service</th>
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<tbody>
<tr>
<td>Metro North Hospital Health Service catchment area</td>
<td>Jacinta Thompson, Nursing Director HITH and Palliative Care Service M: 0427 181 026</td>
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</table>
Ozcare Brisbane North Chermside

Service Hours 7.30am – 4.00pm 7 days/week.

- home nursing care for pain and symptom management
- medication administration
- client and family support
- liaising with family GP
- multi-disciplinary service, i.e. occupational therapist, dietitian
- domestic assistance

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<tr>
<th>Area of service</th>
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</table>
| Metro North Brisbane region – South of Beams Road, Carseldine | Melinda Grosse, CNM  
P: 07 3624 0500  
F: 07 3620 4328  
E: NursingBrisbane.Chermside@Ozcare.org.au |

Ozcare North Lakes

- provision of specialised palliative care services in the home
- our main objective is providing a holistic approach to care. This is achieved by integrating the physical, psychological, social, emotional and spiritual aspects of care.
- each individual receives a coordinated assessment and management of care.
- provide care to all age groups
- pain management for pain and other distressing symptoms
- hygiene care/pressure area care
- will provide 24/7 nursing on call as required by the identified need according to the stage of illness e.g. subcutaneous infusion for symptom management
- specialised clinical care
- multidisciplinary collaboration and case conferencing
- multidisciplinary services e.g. occupational therapist, dietitians, physiotherapists, social workers, lymphedema therapists
- respite services
- support system for clients and their families
- affiliation with external services e.g. pharmacist, councillors, chaplins and other health and non-health services
- domestic services and transport

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<tr>
<th>Area of service</th>
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| Servicing widespread demographic areas: Service starts from northside of Beams Road, Carseldine then encompasses all of the Moreton Bay Region and surrounding suburbs e.g. Pine Rivers, Bribie Island, Redcliffe, Donnybrook, Caboolture etc. | Kate Probert Clinical Nurse Manager  
P: 07 34821800  
F: 07 3028 9641  
E: nursing.northlakes@ozcare.org.au |

Palliative Care Helpline

The Palliative Care Helpline is a Queensland statewide telephone service that provides information, emotional and counselling support to individuals affected by life-limiting or terminal illness. All Palliative Care Helpline services are provided free of charge to families, friends, carers and health professionals. The Helpline can provide:
• information about palliative care
• contact details for local services and support organisations
• information on approaches to palliative care
• counselling and emotional support for clients, carers, families and friends on grief, loss and bereavement.

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<tr>
<th>Area of service</th>
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<tr>
<td>State wide service</td>
<td>P: 1800 772 273 (within Australia)</td>
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<td>F: 07 3857 8040</td>
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**St Andrew’s War Memorial Hospital**

Acute hospital and emergency department for patients with private health cover and DVA patients

St Andrew’s also has an in-patient and day rehab unit.

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<tr>
<th>Area of service</th>
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<tr>
<td>Support and care to in-patients – referral process via discharge planners for</td>
<td>Rosemarie Klingberg, Discharge/Community Liaison Officer</td>
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<tr>
<td>palliative care in palliative care units or community care providers.</td>
<td>M: 0400 798 998</td>
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**St Vincent’s Private Hospital Brisbane (SVPHB)**

St Vincent's Private Hospital Brisbane (SVPHB) is the heart of palliative care in Queensland. We provide high quality palliative care services for people living with an advanced progressive illness.

Our established research program is fundamental to our service, setting the standards for best practice and ensuring the best possible outcomes for patients.

Our services include:

• 30-bed inpatient unit – providing admissions for symptom control and end of life care
• community palliative care service
• outpatients (private patients)
• day assessment clinic (public patients)
• home visiting by medical specialists, nurses and allied health professionals for patients no longer able to attend clinics
• support for GPs and community nursing services looking after people with palliative care needs.
• family support and bereavement team – counselling and support to patients, families and carers
• psychological support - for adults and children by a qualified psychologist
• pastoral care services - available 7 days per week no matter what belief or religious persuasion.
• Giovanni Chapel - available 7 days per week with weekly Catholic and Anglican masses
• telehealth – services, telephone advice and assistance with educational activities.

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<tr>
<th>Area of service</th>
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<tr>
<td>Brisbane metropolitan area.</td>
<td>Dr Julia Wootton, Director of Palliative Care</td>
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<td>P: 07 3240 1185</td>
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<td></td>
<td>F: 07 3240 1192</td>
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<tr>
<td></td>
<td>E: <a href="mailto:Julia.Wootton@svha.org.au">Julia.Wootton@svha.org.au</a></td>
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Queensland University of Technology The Program of Experience in the Palliative Approach (PEPA)

The Program of Experience in the Palliative Approach (PEPA) is an initiative of the Australian Government Department of Health, funded through the National Palliative Care Program. The overall aims of the program are to:

- further improve the skill and confidence of the generalist health workforce to work with people with palliative care needs
- provide opportunities to ensure palliative care providers across the continuum are aware of, and provide culturally appropriate palliative care and end of life support including care preferences, spiritual requirements and bereavement expression.

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<tr>
<th>Area of service</th>
<th>Contact details for palliative care services</th>
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<tr>
<td>Australia wide</td>
<td>Natasha Myers, National Project Coordinator&lt;br&gt;P: 07 3138 6121&lt;br&gt;F: 07 3138 6030&lt;br&gt;E: <a href="mailto:pepa@qut.edu.au">pepa@qut.edu.au</a></td>
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Caring for You Home Nursing

- Brisbane office - 8am to 5pm. Head office 5am - 11pm
- owned and operated by registered nurses
- all levels of staff: assistant nurses, endorsed enrolled nurses and registered nurses
- individual care plan developed after liaising with client, family, medical and allied health staff. Client care plans are flexible and change as the client's needs change
- provision of trained palliative care staff
- active supervision from an experienced palliative care clinical nurse consultant. 24/7 back up from registered nurse.
- continual direct liaison with specialist palliative care services, GP, allied health services and client's family.
- services include, but are not limited to:
  - nursing care
  - medication management
  - personal care
  - housekeeping
  - meal preparation
  - social support
  - shopping
  - escorting to appointments and travel escorts
  - companion care

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<tr>
<td>Metro North Brisbane region</td>
<td>Shelley Spence&lt;br&gt;A: 4/318 Junction Road, Clayfield, Q 4011&lt;br&gt;E: <a href="mailto:shelley@caringforyou.net.au">shelley@caringforyou.net.au</a>&lt;br&gt;M: 0404 214 929&lt;br&gt;Brisbane Office: 07 3161 1677&lt;br&gt;Brisbane Fax: 07 3161 3224&lt;br&gt;Head Office: 1300 369 206</td>
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Silver Chain

Silver Chain is a leading specialist community palliative care service provider in Australia. Silver Chain has been contracted by Metro North Hospital and Health Service to provide a comprehensive community palliative care service across all palliative care phases of care i.e. stable, unstable, deteriorating and final days.

Silver Chain Queensland provides specialist community palliative care nursing, personal care, bereavement counselling and other allied health services on a 24 hour a day, 7 day a week basis.

Silver Chain aims to:

- confirm all referrals within 30 minutes of receipt
- undertake a comprehensive assessment within 48 hours of referral and within less than 24 hours if urgent
- provide comprehensive multidisciplinary care planning and client management
- respond to after-hours client calls within 15 minutes and undertake a home visit within two hours if required
- assist clients and families with advanced care planning requirements
- work closely with other healthcare professionals to coordinate care

In Western Australia where Silver Chain originates, community specialist palliative care services are being provided to over 600 clients at one time with the service achieving a 65% in-home death rate. In NSW Silver Chain currently provides after hours care in the last seven days of life to 8 Local Health District across NSW.

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<tr>
<td>Metro North Hospital and Health service region</td>
<td>Clinical Nurse Consultant Manager 1300 364 264 (ask for Clinical Nurse Consultant Manager, Palliative Care) <a href="mailto:Palliativecareqld@silverchain.org.au">Palliativecareqld@silverchain.org.au</a></td>
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The Wesley Hospital Palliative Care Service

- available for patients facing problems associated with progressive, life-limiting illnesses
- focus is on the management of distressing symptoms (both physical and psycho-spiritual) and liaison/ co-ordination of ongoing care
- applicable from early in the disease trajectory (in conjunction with other life-prolonging therapies) to the end of life
- inpatient care only (i.e. not community) – dedicated 17 bed unit plus outliers
- referral is Doctor to Doctor (GP or Specialist) – no formal referral form

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<tr>
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<tr>
<td>Situated in the Metro North Brisbane region but receives referral and provides care to all referred (State and Australia wide)</td>
<td>Ralph McConaghy, Director of Palliative Medicine (Wesley) <a href="mailto:John.mcconaghy@uchealth.com.au">John.mcconaghy@uchealth.com.au</a> P: 07 3232 7000 F: 07 3232 6209</td>
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