

Moira Palliative Care

Client Information Booklet



**NCN
Health**

Nathalia
Cobram
Numurkah

**Moira
Palliative Care**

Welcome

Our team is here to support you, your family and/or carers and provide you with the best quality care and quality of life.

www.ncnhealth.org.au



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The Moira Palliative Care office is located in the Numurkah Campus of NCN Health and provides services to residents of the Moira Shire.

The service reaches from Barmah to Bundalong and Lake Rowan to Bearii.

What is Moira Palliative Care

Palliative care provides high quality health care and support for people who are living with a life limiting illness, and their carers and families. The focus of care is to assist with managing pain and symptoms, and other concerns – physical, emotional, spiritual or social – to ensure quality of life is maintained.

Palliative Care is available in the client's home including if they are living in a care facility.

If a client is admitted into a health care service, Moira

Palliative Care will liaise with that service, to assist with continuity of care and ensure the process of change of care is as streamlined as possible.

Palliative Care compliments the range of medical treatments and services that you may already receive.

Palliative Care is a free service.

The service is individualised to you and what you feel is important in your medical care, living environment and cultural and spiritual practices.

The Moira Palliative Care Team

Our team consists of:

- Community Palliative Care Nurses
- Administration Assistant
- Occupational Therapist and Social Worker
- Volunteer Coordinator and volunteers.

Our team works closely with:

- Your doctor, specialists and support teams
- Clinical Nurse Consultants who visit weekly
- Palliative care physicians who visit monthly
- District Nursing Services who provide day to day care.

Occupational Therapist

Our team includes an Occupational Therapist who can assist clients to optimise independence with daily living tasks including household, personal care and leisure activities. They can also provide advice on home modifications and equipment hire to increase comfort, safety and overall wellbeing.



Equipment Loan

A small amount of equipment is available for loan to Palliative Care clients free of charge. Please speak to Moira Palliative Care staff to arrange delivery and education.

All equipment is to be cleaned and returned after use.

If you would like us to collect equipment, please contact our administration staff. Alternatively, equipment can be returned to Numurkah Community Health and Wellbeing reception located within the hospital.



Volunteers

Moira Palliative Care volunteers are a vital part of our team. What is the role of volunteers?

- To support clients, carers and their families,
- To strengthen the ability of the client to cope with their illness and increase their quality of life,
- To provide compassion and companionship,
- To provide practical support, for example; assistance with activities, shopping or outings.

Social Workers

The team has a Social Worker who can assist with the following:

- Impact of diagnosis/prognosis on client/carer/family (unexpected, sudden decline, complexity, child/parent as client)
- Support system for client, carer or family (isolation, complex relationships, limited formal and informal supports)
- Emotional or mental health concerns (new, pre-existing, persistent, worsening)
- Connect you with services to assist with legal and financial issues
- Religious, spiritual or existential concerns
- Carer support needs
- Bereavement support
- One to one counselling by appointment
- Telephone counselling
- Support groups (if available)
- Information.

Financial Counselling

Financial Counselling is a free service to provide practical options about your financial situation including;

- Hardship
- Government benefits
- Superannuation
- Insurance
- Accommodation
- Credit and debt issues.

Rural financial counsellors can also assist with circumstances around farms and small businesses.

For more information on Financial Counselling or to access the service call

Primary Care Connect on (03) 5823 3200
or
National Debt Help Line 1800 007 007

Do You Feel Safe at Home?

- Do you feel safe with your partner or loved ones?
- Are you being hurt in any way?
- Do you have any concerns about safety at home?
- Is there anyone preventing you from doing the things you'd like to do or causing you to feel afraid?



If you don't feel safe you can:

- **Ask to speak to a staff member privately.**
- **Call 1800RESPECT, available 24 hours:
1800 737 732.**

You have a right to feel safe at home



Developing a Care Plan

Who is involved in developing a care plan?

You are central to the development of your own care plan and what is important to you. You may also like to consult loved ones and health professionals including;

- General Practitioners
- Allied Health staff
- Nursing and care staff.

Can my care plan be updated as my goals change?

Yes. Any of the health professionals can add to, update or modify your care plan when you want to make changes or have achieved your goals. Sometimes our support will only be needed for a short time and other times our support will be ongoing. It can change over time as your circumstances change.



What happens to the information on the care plan?

You have a say in what happens to your information and who the care plan is shared with. You can also ask for a copy to be sent to others so that you don't have to repeat the information.

Refusal of Service

You have the right to refuse Moira Palliative Care services at any time. A nurse will discuss alternative service providers with you if necessary. A refusal of service at any time will not affect any future requests for services from Moira Palliative Care.

There may be occasions when Moira Palliative Care has to refuse or withdraw a service to you. The following circumstances may result in such refusal or withdrawal of services:

- Occupational Health and Safety concerns including an unsafe environment;
- Where the level of need exceeds the scope of our services;
- Where you reside outside of the service delivery area of Moira Shire.

Do you require an interpreter?

NCN Health provides an interpreting service which is available to all non-english speaking clients.

Please let us know if you need an interpreter, or information in a different format.

Diversity, Equity and Inclusion

NCN Health has a Diversity Plan to make sure that we meet the needs of everyone in our community, with a special focus on:

- People from Aboriginal and Torres Strait Islander backgrounds;
- People from culturally and linguistically diverse backgrounds;
- People from the LGBTIQA+ community;
- People living with a disability;
- People living with dementia;
- People living in rural and remote areas; and
- People experiencing financial disadvantage (including people who experience or are at risk of homelessness).

The Aboriginal Health Liaison Officer at GV Health or North East Health Wangaratta is available to provide support and advocacy within NCN Health services for you and your family members or carers, and assist with access to community organisations. Please discuss this with our staff to organise a referral for you.

**Are you of
Aboriginal or
Torres Strait
Islander origin?**

Your response is important.

This information helps us to improve the health of Aboriginal and Torres Strait Islander people living in our community.

We cannot rely on appearance or assumptions.

The only sure way to find out is to ask.

September 2019

NCN Health
North East Health
Wangaratta

Aged Care Quality Standards

To make sure you get the best care, Moira Palliative Care have responsibilities and must meet all the Aged Care Quality Standards, we must ensure:

- You are treated with dignity and respect and can maintain your identity,
- You are a partner in the ongoing assessment and planning that provides the care and services you need for your health and well-being,
- You get personal care, clinical care or both that is safe and right for you,
- You get the services and supports for daily living that are important to your health and well-being,
- You feel you belong, are safe and comfortable,
- You feel safe and are encouraged and supported to give feedback and make complaints,
- You get quality care and services when you need them from people who are knowledgeable, capable and caring,
- You are confident the organisation is well run.



Find the help you need with myagedcare

If you're finding it harder to do the things you used to, you might need a bit of support at home. The Australian Government's myagedcare phone line and website can help you to:

Access services to support you with:

- **Transport**
(e.g. appointments and activities)
- **Household jobs**
(e.g. vacuuming and preparing meals)
- **Modifications to your home**
(e.g. hand rails, ramps)
- **Nursing and personal care**
(e.g. help getting dressed, help shaving)

Find information in one spot on:

- **Different types of services**
(in home support, short-term care, aged care homes)
- **Your eligibility**
- **Your contribution to the cost**
- **Organisations that provide aged care**

Connect with myagedcare on
www.myagedcare.gov.au or **call 1800 200 422**

*1800 calls are free from land lines; calls from mobile phones might be charged.

Advocacy

The Older Persons Advocacy Network (OPAN) is funded to provide free, confidential and independent advocacy support to older people, their families and representatives across Australia.

An advocacy service may be able to help you:

- Raise concerns about services you are receiving,
- Give you information about your aged care rights and responsibilities,
- Listen to your concerns,
- Help you resolve concerns or complaints with your aged care service provider,
- Assist you in making decisions about the care you receive,
- Speak with your service provider on your behalf,
- Refer you to other agencies when needed.

Who can access advocacy services?

Anyone receiving or looking to receive Commonwealth-funded home care or aged care services can use an advocacy service. Contact Community Health and Wellbeing for more information or one of the following services:

Older Persons Advocacy Network

T 1800 700 600

W opan.com.au

Rights Information & Advocacy Centre

A 72 Wyndham Street
Shepparton Victoria 3630

T (03) 5822 1944

W riac.org.au

Senior Rights Victoria

A Level 4, 98 Elizabeth Street
Melbourne 3000

T 1300 368 821

W seniorsrights.org.au

Elder Rights Advocacy

A Level 2, 85 Queen Street
Melbourne Victoria 3000

T (03) 9602 3066
or 1800 700 600

W era.asn.au

Office of the Public Advocate

A 5th Floor, 436 Lonsdale
Street Melbourne Victoria 3000

T (03) 9603 9529 or
1300 309 337

W publicadvocate.vic.gov.au

What is advance care planning?

If you were very unwell, and not able to communicate your preferences for care to others, who would you want to speak for you? And more importantly, what healthcare decisions would you want them to make?

Advanced illness or serious injury can sometimes mean that people cannot make their own decisions about health and personal care. This can happen to people of all ages, and especially towards end of life.

Writing an Advance Care Directive (values and/or instructional) lets you say what you would want, if you are ever unable to communicate for yourself.

Benefits for you and the people who care for you

Advance care planning:

- helps to ensure that a person's preferences, beliefs and values about health care are known and respected if they are too unwell to speak for themselves
- benefits those who are close to them. Research has shown that families of people who have done advance care planning have less anxiety and stress when asked to make important healthcare decisions for other people.

Making healthcare decisions for others can be difficult. An Advance Care Directive can give peace of mind and comfort as preferences are clear, understood and respected.



When should you make an Advance Care Directive?

You should start planning when you're healthy – before there's actually an urgent need for a plan. But having an Advance Care Directive in place becomes particularly significant towards the end of a person's life. About 85% of people die after chronic illness, not as the result of a sudden event – so it's important that your Advance Care Directive is ready in case it's required someday.

What do you need to do?

Be open

- Think and talk about your values, beliefs and preferences for current and future health care.
- Decide who you would like to speak for you if you become very sick and are not able to speak for yourself. Ask them if they are prepared to be your substitute decision-maker.

Ideally, they need to be:

- available (ideally live in the same city or region)
- over the age of 18
- prepared to advocate clearly and make decisions on your behalf when talking to your doctors, other health professionals and family members.

Depending on your state/territory, you may be able to appoint more than one substitute decision-maker.

Be ready

- Talk about your values, beliefs and preferences with your substitute decision-maker and other people involved in your care, such as family, friends, carers and doctors.
- Write your plan and/or appoint your substitute decision-maker. See advancecareplanning.org.au for the relevant form or advance care planning legal factsheet. Your GP or other health professionals can help support you to document your choices.

There are different legal requirements in different Australian states and territories, so it is a good idea to ask for help. In some states and territories there are important rules regarding who can witness documents for you. See your relevant advance care planning legal factsheet.

Be heard

- A written Advance Care Directive will make things easier for your substitute decision-maker(s), if the need ever arises. It will give everyone peace of mind, knowing your preferences are heard and respected.

Make copies and store them with:

- your substitute decision-maker(s)
- your GP/local doctor
- your specialist(s)
- your residential aged care home
- your hospital
- myagedcare.gov.au.

You don't have to give a copy to each of the above, but make sure your substitute decision-maker and main doctor each has a copy.

- Load your Advance Care Directive into your 'My Health Record' at myhealthrecord.gov.au
- Review your Advance Care Directive regularly – for instance each year. You should review it if there is a change in your health, personal or living situation.
- Give your substitute decision-maker and doctors an updated copy of your Advance Care Directive if you make changes and keep it safe.

Conversation starters

To get started, choose a quiet setting where you have a lot of time, so you know that you won't be interrupted. Be patient and take your time: you and your loved ones might need a few moments to think.

Sometimes you might get a bit sidetracked and that's okay. Let the conversation happen naturally. You don't need to talk about everything all at once. Remember that advance care planning is an ongoing conversation.

Starting the conversation can be the hardest part, so here are a few ways to begin:

- I was thinking about what happened to ... and it made me realise that ...
- I would want ... to make medical decisions on my behalf if I was unable to.
- Being able to ... is the most important thing to me.
- If ... happened to me, I would want ...

Where can I get more information?

Advance Care Planning Australia

- 📍 advancecareplanning.org.au
- 📞 National Advisory Service: 1300 208 582
- 📺 learning.advancecareplanning.org.au

The law and advance care planning

Different states and territories in Australia have different laws on advance care planning. When planning for your own future care, it will be helpful to understand the law in your own state/territory. See advancecareplanning.org.au for information.

Depending on the state/territory:

- A substitute decision-maker may be legally appointed as an Attorney, Enduring Guardian, Decision-Maker or Medical Treatment Decision-Maker.
- An Advance Care Directive may also be called an Advance Health Directive, Health Direction or Advance Personal Plan.

Compliments, Complaints and Feedback

Moira Palliative Care welcome any complaints, compliments or feedback about our service. Your feedback provides us with the opportunity to improve our services to you.

If you, your carer, or anyone else is concerned about the care or services you

received, it is important that you discuss this with us. Providing feedback or making a complaint will not affect the service that we provide to you. We are committed to accepting and investigating all complaints.

You can provide any complaints, compliments or feedback to us by:

- Contacting the Community Health and Wellbeing Executive Manager or health professional involved in your care to discuss your issue.
- Using the consumer feedback form available at reception.
- Contact the Complaints Officer at NCN Health. You can find their details on the consumer feedback form.
- Go online to Care Opinion <https://www.careopinion.org.au/> this is an independent site where anyone can share their stories about their experience of care.

Carers Allowance/Payment

If you are caring for a person, you may be eligible for a carers allowance.

For more information contact Centrelink on 13 27 17 and enquire about carers allowance or payment.

You can also visit www.centrelink.gov.au or to find your closest Centrelink office www.centrelink.findnearest.com.au



My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

Your information

It's private

What happens to information about you while you are a consumer of this service?

Organisation name: _____

Who are we?

We are one of several health and welfare services in your area, all working together in partnership to meet your needs.

What information do we collect about you?

We keep your name and contact details on your consumer record. Other details such as your care/case plan and information about the services you receive are recorded each time you visit.

Why do we collect your information?

The information we collect helps us to keep up-to-date details about your needs, so we can care for you in the best possible way.

Who else sees your information?

Your information can only be seen by the professionals in this service involved in your care. We also use the information to better manage and plan this service. Otherwise, we only release information about you if you agree or if required by law, such as in a medical emergency.

Any other questions?

Please talk to one of our staff if you have any other questions or complaints about what happens to your information while you are our consumer, or if you wish to access your record.

What say do you have in what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your consumer record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

How will your information be protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely.

Can you access your information?

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary.

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Department of Health



Information and Support

MHA Care

T (03) 5742 1111

W mhacare.org.au

Homecare, personal care, respite, Planned Activity Groups, Meals on Wheels, home maintenance.

Family Care Carers Support Services

W familycare.net.au/services/carer-support-services/

Carer Gateway

T 1800 422 737

Palliative Care Victoria

T (03) 9662 9644

Aged Care Information Line

T 1800 500 853

LifeCircle HOPELINE

T 1300 364 673

Carers Australia

W carersaustralia.com.au

Palliative Care Victoria

W pallcarevic.asn.au

Palliative Care Australia

W palliativecare.org.au

Care Search

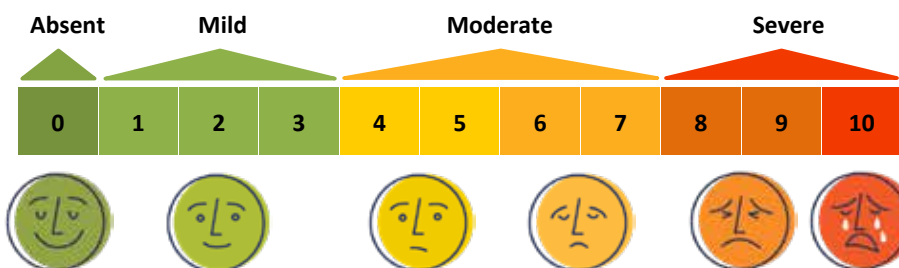
W caresearch.com.au

Cancer Council

W cancervic.org.au

Symptom Assessment Scale

Please use this form to tell us about the symptoms that bother, worry or distress you. This information will help us to meet your needs.



1. Write the day or date in the first row.
2. Use the scale above to choose a number between 0 and 10 that shows how bothered, worried or distressed you are.
3. You can add other symptoms in the blank space at the bottom of the list.

| Day or date | | | | | | | | | | |
|---------------------|--|--|--|--|--|--|--|--|--|--|
| Difficulty sleeping | | | | | | | | | | |
| Appetite problems | | | | | | | | | | |
| Nausea | | | | | | | | | | |
| Bowel problems | | | | | | | | | | |
| Breathing problems | | | | | | | | | | |
| Fatigue | | | | | | | | | | |
| Pain | | | | | | | | | | |
| | | | | | | | | | | |

[illegible]



T (03) 5862 0558
M 0409 510 659

Main Office

2 Katamatite Rd, Numurkah VIC 3636

H Mon-Fri, 8.30 am - 5.00 pm

E ncnmoirapalliativecare@ncnhealth.org.au

After Hours: advice is provided by trained
Palliative Care Staff at: Caritas Christi

A St Vincent's Hospital, Melbourne

T 1800 817 109

Postal Address:

NCN Health Numurkah

PO Box 128, Numurkah VIC 3636

Social Media

f NCNHealthNumurkah

W ncnhealth.org.au

Moira
Palliative Care

