



Mercy Health

Care first

Winter News 2010

MERCY PALLIATIVE CARE

RELEVANT TO CHRONIC ILLNESS

PALLIATIVE CARE IS RELEVANT FOR PEOPLE WITH CHRONIC ILLNESS. IN THE 1960s PALLIATIVE CARE DEVELOPED AS A CONCEPT AND THEN AS A SPECIALTY.



PICTURE COURTESY MND VICTORIA

Initially the focus was for people affected by a cancer diagnosis and looking at imminent death. Over the years there has been recognition that palliative care as a model of care for people expected to die has at its core a set of principles that could be translated to any person facing the end of their life.

The change both internationally and nationally in recognising that palliative care is relevant to chronic illness has seen an increase in the number of people referred to Mercy Palliative Care where cancer is not the diagnosis needing specialist palliative care advice and support.

People are referred to us with many chronic illnesses including heart disease, lung disease, degenerative neurological diseases such as motor neurone disease and dementia.

The health team primarily responsible for caring for people with chronic illness often has a long term relationship with the patient and family with a focus on maintaining health status. The primary health care provider includes the general practitioner, Royal District Nursing Service or aged care facility staff. They also include programs provided through a general hospital such as specialists and their support teams of occupational therapy, physiotherapy, speech or social work.

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PROVISION OF CARE STATISTICS [FEB / MAR / APR]

- > Population of catchment area: 695,642 (1368 sq kms)
- > New referrals: 383
- > Number of deaths: 218
- > Face to face contact with patients and families: 6685
- > Time involved with face to face contacts: 317,152 mins (660 x 8 hour shifts)
- > Family support volunteer hours: 610 hours

NEWSLETTER DONATIONS

WE WISH TO THANK EVERYONE WHO SENT DONATIONS IN RESPONSE TO OUR AUTUMN NEWSLETTER. WE RECEIVED \$17,294. WE GRATEFULLY ACKNOWLEDGE YOUR GENEROUS CONTRIBUTION TO MERCY PALLIATIVE CARE.



CAROL QUAYLE, MANAGER,
PALLIATIVE CARE SERVICES

Manager's Report

THE SEASONS ARE CHANGING AGAIN AS I WRITE, THIS TIME CONSIDERING SOME OF THE CHANGES IN PALLIATIVE CARE AS A MEDICAL SPECIALTY.

When I entered the field some 10 years or more ago, the focus was on people with cancer in a world of developing technology and medical trials. Now we see people coming to Mercy Palliative Care with many other causes of their illness. The work the organisation will focus on over the next year includes engaging with health providers who manage the care of people in the community including community health, case managers, general practitioners and local council providers. Senior clinical staff will complete train the trainer education enabling them to assist with the broader education of general health care professionals in our local area. This will assist in understanding the principles of palliative care and the resources available to support care in the community setting.

On a personal note, I will be taking a break over the winter months to attend a conference in Ireland and explore the landscape of the United Kingdom.

RELEVANT TO CHRONIC ILLNESS *Continued from page 1*

The question we need to think about is, "Who is best placed to support the patient through the illness journey into end of life?"

Mercy Palliative Care, as a specialist provider of services in both the inpatient and community setting, works with the primary health team to ensure access to good management of physical symptoms as well as the psychological, social and spiritual areas of care that are important to us when we face the challenges of ill health and impending death.

The care may be provided by specialist consultancy visits by the nurses, counsellors or doctors directly with the patient and family or through consultation between the primary health provider and Mercy Palliative Care staff.

Mercy Palliative Care's philosophy of care is access to specialist palliative care for all people across the western suburbs of Melbourne with a timely response for the patient and family. The model encourages the ongoing relationship between the primary health care provider and the patient and family, with specialist support from our team when and as required.

If you are involved with people with a chronic illness where death may be the outcome, there are questions to consider and reflect on while a person's future wishes and desires for care might be talked about together. Murray et al suggests the following when embracing patient centred care with people with a chronic illness:

- > What's the most important issue in your life right now?
- > What helps you keep going?
- > How do you see the future?
- > What is your greatest worry or concern?
- > Are there ever times when you feel down?
- > If things got worse, where would you like to be cared for?

Reference Murray SA, Boyd K, Sheikh A., *BMJ* 2005;330:611-612 (19 March), doi:10.1136/bmj.330.7492.611

Health professionals provide palliative care in a vast array of settings: home, hospital and residential facilities. Mercy Palliative Care is available to provide individual consultative and group education sessions for a small fee to assist health professionals from these settings with confidence and competence in providing end-of-life care.

If you require further information or education about palliative care please contact us on **9364 9777**.

THANK YOU GIFTS

Donations in the form of bequests, memorial gifts and thank you gifts from the community and grateful families enable Mercy Palliative Care to provide additional services and equipment to improve the lives of those we serve. Some families have chosen to make a memorial gift by supporting a scholarship to help train more staff or to provide counselling for those in need.

All gifts are greatly received, acknowledged and every donor is thanked.

To discuss your thank you gift please phone Carol Quayle on **9364 9777**.

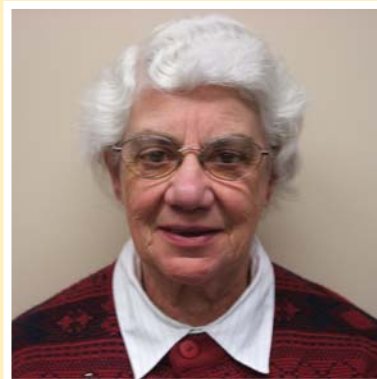


THE COMMUNITY HELPING US

THE ANNUAL PARISH APPEAL IS CURRENTLY UNDERWAY. WE THANK ALL THE STAFF AND VOLUNTEERS WHO GIVE THEIR TIME TO HELP WITH THIS LARGE UNDERTAKING.

MORE TO COME IN THE NEXT NEWSLETTER.

WHO'S WHO AT MERCY

**Name**

Sr Patricia Cooke

Position

Medical Records and Bereavement

Best part of the job

Gratitude received after a contact is made after a death.

'Fave' footy team

Prefer cricket – go Australia

Favourite Activity

Relaxing in the garden

Biggest adventure

Going to Sweden and Germany in 1980 to buy equipment for Mercy Private Hospital. Visited Lourdes, Rome and the Holy Land.

Notice Board

MERCY PALLIATIVE CARE MEMORIAL SERVICE

The next Memorial Service will be held on Monday 6 September 2010 at 7pm.
If you would like to attend, please call the office on **9364 9777**.

BEREAVEMENT INFORMATION SESSIONS

Thursday 8 July, Thursday 15 July, Thursday 22 July (morning and evening sessions each date) 10am – 12.30pm or 6.30pm – 9pm. Please call the office on **9364 9777** if you would like to attend one of the sessions.

MERCY & WESTERN DAY HOSPICE

The Day Hospice is a joint initiative between Western Health and Mercy Palliative Care held at the Sunshine Hospital. The aim of Day Hospice is to promote wellbeing, independence and enjoyment for clients while providing a day off for carers.

Open Tuesdays and Thursdays from 9am – 3pm, the hospice provides activities, morning and afternoon tea, and lunch for a gold coin donation. Enquiries **8345 1226**.

PROGRAMS FOR CARERS

Carers Victoria, located in Footscray, has a huge range of education options and programs for all carers. You can visit their website www.carersvic.org.au or call them on **1800 242 636**.

SUPPORT IN BEREAVEMENT

Creative Memories Group occurs on the **first Thursday** of each month from **1.30pm – 3pm** at the Sunshine office, 3 Devonshire Road, Sunshine.
For more information and to book a space at the table please call us on **9364 9777**.

In collaboration with Mercy Palliative Care, the Australian Centre for Grief and Bereavement provides regular monthly groups for local families at the Sunshine Office. **Kids Grieve Too West** is held on the **third Monday** of the month.
For further information about this group please contact the Australian Centre for Grief and Bereavement on **9265 2111**.

MERCY PALLIATIVE CARE

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WE REMEMBER

We are indebted to the wonderful support from family and friends in memory of their loved ones. Since our last newsletter, funeral donations have been received in memory of:

Lloyd Beamish
Suzanne Chard
Concetta Di Giacomo
Patrick Enright
Lynette Harrison
Kevin Jess
Wolfgang Maier
Giuseppe Marianni
Tamara Matters
John Taylor
Frank Vella

LOAN EQUIPMENT

Do you have loan equipment from Mercy Palliative Care which is no longer needed? Please give us a call on **1300 369 019** and we will organise for it to be picked up. The equipment will be easily recognised as it will have a white Mercy Hospice sticker on it.

AREAS OF SERVICE

- City of Brimbank
- City of Hobsons Bay
- City of Maribyrnong
- City of Melbourne
- City of Moonee Valley
- City of Wyndham
- Shire of Melton

PRIVACY POLICY: Under the new privacy laws, it is vitally important that we protect your privacy to ensure that your rights are fully protected. Currently we hold personal information about donors, such as names, addresses and anonymous information relating to donation history. We supply a taxation receipt for every donation of \$2 or more, provided we have your name and address details. We do not and will not disclose any information about you to any other person or organisation. This information is securely held and can only be accessed by authorised personnel under the terms of the new legislation. Should you choose to receive no further information from us you can simply write to the address provided above.