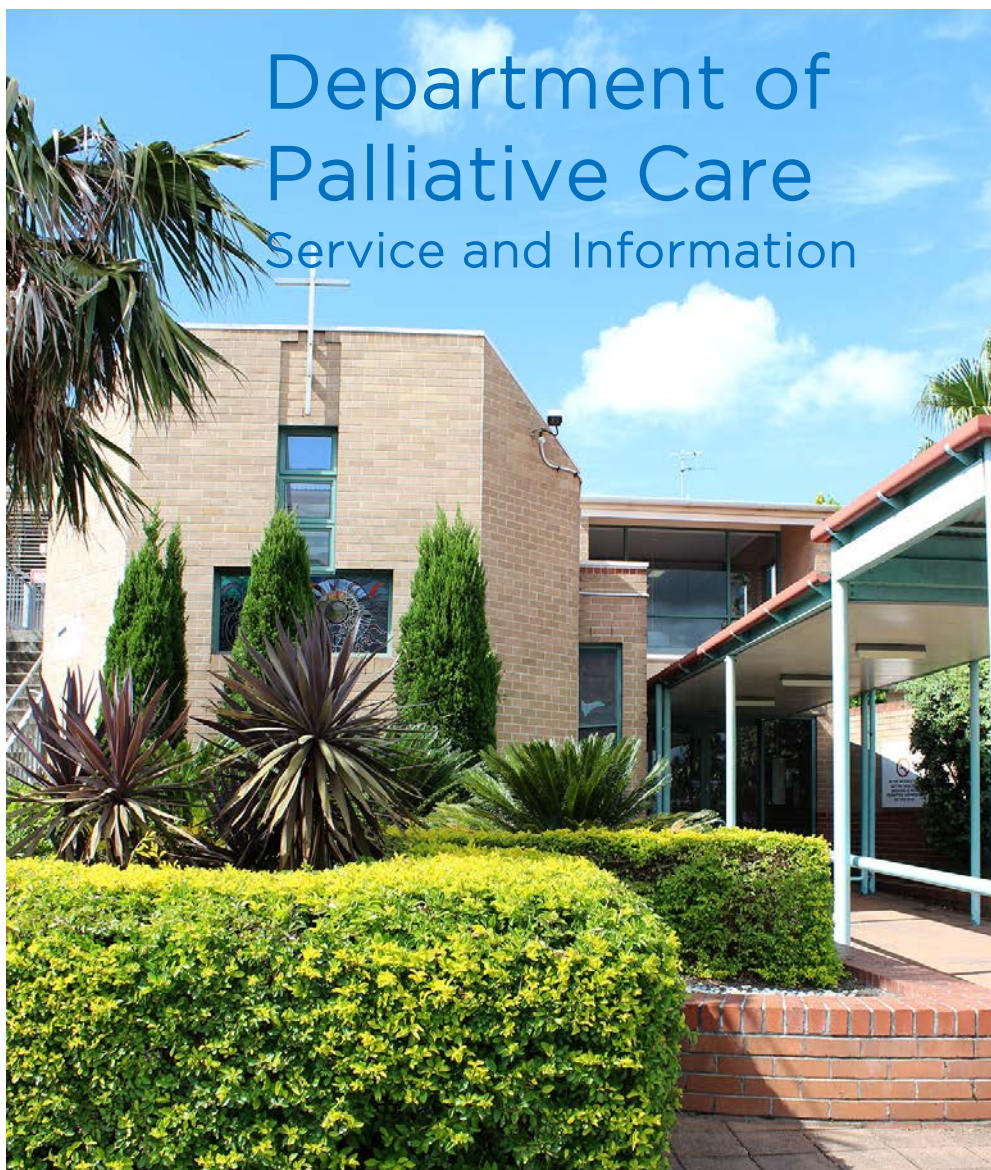


# Department of Palliative Care

Service and Information



**Calvary**

Mater Newcastle

## What is Palliative Care?

Palliative Care is care provided for people of all ages who have a life-limiting illness, with little or no prospect of cure, and for whom the primary treatment goal is quality of life. The Palliative Care Service provides the opportunity for people to be cared for in their own home, hospital or hospice, in accordance with the patient's choice where possible.

The service offers specialised medical, nursing, occupational therapy, physiotherapy, social work, pastoral care, pharmacy and diversional therapy skills for the management of pain and other symptoms. Volunteer support is also integral to palliative care. The level and complexity of the needs of patients, their caregivers and family will determine the type of services required.

## Mercy Hospice

The Mercy Hospice was established in 1993 and is located at Calvary Mater Newcastle, Waratah. Palliative care provided in the hospice offers people in the Hunter a choice which affirms life and all it has to offer, and an understanding that dying is part of living.

## Linking with Palliative Care

We encourage people to be cared for by their general practitioner and community health nurse in conjunction with our experienced palliative care staff.

It is the policy of the Department of Palliative Care that a patient must be referred by a medical officer and you may request a referral from your General Practitioner (GP) or specialist.

[Continuing the Mission of the Sisters of the Little Company of Mary](#)

## How Health Professionals can refer patients to Palliative Care

Your GP or medical specialist can make the necessary referral by contacting the Mercy Hospice on 02 4985 0390 from 8:30am – 5:00pm, Monday to Friday.

If the patient is in hospital, it is advisable to arrange a consultation prior to discharge so that the patient can be assessed in a timely manner. This ensures continuity of medical care for the patient and facilitates communication by members of the multidisciplinary team about all aspects of patient care.

If an individual other than a medical officer wishes to refer a patient to the program, he/she is requested to discuss the matter with the patient's primary medical officer who then refers the patient.

Referrals are made by contacting the Calvary Mater Newcastle Mercy Hospice, Monday to Friday from 8:30am to 5:00pm.

Telephone: 02 4985 0390  
Facsimile: 02 4985 0385  
Mail: Locked Bag 7  
Hunter Region Mail Centre NSW 2310

The referral will be assessed to determine the needs of the patient/caregiver and will be forwarded for the attention of the relevant clinical stream.

Ongoing care is provided predominantly by the patient's primary medical officer in conjunction with the Palliative Care Team.

## Other Palliative Care Services

Other Palliative Care Community Services are available and referrals can be made, based on geographic location of the patient, by contacting:

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**Maitland/Dungog districts** (Aberglassyn, Ashtonfield, Berry Park, Bishops Bridge, Bolwarra, Bolwarra Heights, Clarence Town, Duckenfield, Dungog, Duns Creek, East Gresford, East Maitland, Ecclestown, Farley, Gilleston Heights, Gosforth, Green Hills, Gresford, Harpers Hill, Horseshoe Bend, Lambs Valley, Largs, Lochinvar, Lorn, Lostock, Louth Park, Maitland, Maitland Vale, Melville, Metford, Millers Forest, Morpeth, Oakhampton, Paterson, Phoenix Park, Rathluba, Raworth, Rosebrook, Rutherford, Shamrock Hills, Telarah, Tenambit, Thornton, Tocal, Vacy, Wallarobba)

**Cessnock/Singleton districts** (Aberdare, Abermain, Abernethy, Bellbird, Branxton, Broke, Brunkerville, Buchanan, Bulga, Cessnock, Clifftleigh, Dalwood, Ellalong, Elrington, Greta, Heddon Greta, Kearsley, Kitchener, Kurri Kurri, Laguna, Loxford, Millfield, Mount View, Mount Vincent, Mulbring, Murrays Run, Neath, North Rothbury, Nulkaba, Paxton, Paynes Crossing, Pokolbin, Quorrobolong, Rothbury, Sawyers Gully, Singleton, Spion Kop, Stanford Merthyr, Weston, Wollombi)

9:00am – 4:00pm Mon-Fri

Phone: 02 4931 2003

Fax: 02 4931 2005

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**Port Stephens districts** (Anna Bay, Balickera, Birubi Point, Boat Harbour, Bobs Farm, Box Beach, Brandy Hill, Butterwick, Campvale, Corlette, Dutchman's Bay, Eagleton, Fingal Bay, Fisherman Bay, Glen Oak, Hinton, Karuah, Lemon Tree Passage, Mallabula, Medowie, Nelson Bay, Nelson Plains, One Mile, Osterley, Oyster Cove, Salamander Bay, Salt Ash, Sandy Point, Seaham, Shoal Bay, Soldiers Point, Swan, Bay, Tanilba Bay, Taylor's Beach, Tomaree, Tomaree Head, Twelve Mile Creek, Wallalong, Williamtown, Woodville)

**Westlakes districts** (Arcadia Vale, Avondale, Awaba, Balcolyn, Balmoral, Blackalls park, Bonnells Bay, Bright Waters, Bulgonia, Buttaba, Carey Bay, Coal Point, Cooranbong, Dora Creek, Eraring, Fassifern, Fishing Point, Kilaben Bay, Mandalong, Mirrabooka, Morisset, Myuna Bay, Rathmines, Ryhope, Silver Water, Sunshine, Toronto, Wakefield, Wangi Wangi, Windermere Park, Wyee, Wyee Point, Yarrawong Park)

8:30am – 4:30pm Mon-Fri

Phone: 02 4924 2590

Fax: 02 4924 2502

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**Upper Hunter districts** (Benwerrin, Camberwell, Denman, Manilla, Merriwa, Murrurundi, Muswellbrook, Scone)

8:00am – 4:00pm Mon-Fri

Phone: 02 6542 2050

Fax: 02 6542 2005

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# Calvary Mater Newcastle Palliative Care Services

The Palliative Care Service based at Calvary Mater Newcastle offers a multidisciplinary approach to care. The following services are available to you:

- Medical and nursing consultations
- Community Outreach services
- Fig Tree – day program
- Inpatient service at the Mercy Hospice
- Bereavement support program
- Allied Health Services including physiotherapy, occupational therapy, diversional therapy, social work, pastoral care and pharmacy
- Education and research

## Service Streams

### Outreach Service

This is a 24 hour/7 day a week nursing and medical service which covers an approximate 20km radius from the Mercy Hospice, Waratah. Additionally, allied health professionals are available to visit patients in their home during business hours, Monday – Friday 8:00am – 4:00pm.

### Consultancy Service

The Palliative Care Consultancy Service offers medical and nursing assessments, periodic review and suggestions for pain and symptom management for the patient. The responsibility for ongoing care remains with the primary medical officer who may be the GP, medical specialist, community health nurse, residential or hospital nursing staff.

The consultancy service will liaise with the relevant community and other health professionals, and in particular, with the patient's primary medical officer about the palliative care management of the patient.

Patients may be seen in all hospitals, both public and private, within the greater Newcastle area, as well as in their homes and all residential aged care facilities.

Telephone advice, provided by members of the multidisciplinary team, is available to health professionals by contacting Palliative Care through the Calvary Mater Newcastle Switchboard on 02 4921 1211.

## Inpatient Care in Mercy Hospice

Inpatient care is provided for patients requiring specialised pain and symptom management, terminal care or respite care.

Requests for admission to the Mercy Hospice must be with the full knowledge of the patient's current primary medical officer (GP or specialist). All admission requests are considered by the Hospice Admissions Committee.

## Other Support Services

The Palliative Care Service is an integrated part of both private and public health care systems offering consultations and education to hospitals, nursing homes, hostels, community groups, service clubs and the wider community.

## Fig Tree Program

The Fig Tree Program is an allied health program. It aims to provide people living with a life limiting illness, and their families, an opportunity to develop skills and knowledge, increase awareness of care options and supports available, and gain new perspectives to live and function as well as possible.



Core to this is the opportunity for patients to participate in education and other group based support programs.

A range of group and individual services are offered and include:

- “The Fig Tree Program” offering opportunities for social contact, support and engagement in a wide range of activities; including creative arts, life review, medication and exercise.
- Allied Health assessment and referral to appropriate health professionals as needed, including social workers, physiotherapist, diversional therapist, occupational therapist, pastoral care and pharmacist.
- The ‘Wishes Program’ offering individual patients and their families the opportunity to engage in enjoyable and ‘everyday’ life enhancing activities. These may include life reviews, gentle massage, meditation, craft and gift making. These are offered to inpatients of the Mercy Hospice and also to patients in their homes.

For further information about the range of services offered please contact the Fig Tree Co-ordinator on 02 4985 0373, Monday to Friday, 8:00am –4:00pm

## Bereavement Support

The Bereavement Support Program is available to all families and carers of deceased patients who were registered with the Palliative Care Service.

To assist you or a family member at this difficult time we can offer:

- Someone to talk to about what you are experiencing
- Counselling
- Remembrance services
- Telephone support
- Information about what to expect during the bereavement time
- Support groups
- Referral to another appropriate organisation

For information: Phone 02 4985 0330 Monday to Friday, 8:00am – 4:00pm and ask to speak to a member of the Bereavement Team.





## Education

General palliative care education sessions, including service information, are offered to community groups, service clubs and the wider community.

Calvary Mater Newcastle is a teaching hospital of the University of Newcastle with palliative care staff teaching across numerous disciplines including nursing, medical and allied health.

Other teaching initiatives include:

- **Certificate in Palliative Care for RNs:**  
A six day course with transcript and certificate on successful completion, offering 20 CPD hours and may be awarded recognition of prior learning for post graduate study at certain universities.
- **Palliative Care Pharmacology Course:**  
This one day course targeted to RNs, EENs and junior medical officers looking to enhance their knowledge in this specialty field.
- **Program of Experience in the Palliative Approach (PEPA)**  
courses funded by the Australian Government Department of Health and Aging. PEPA provides an opportunity, for interested health professionals, to undertake a fully funded clinical placement within the department of palliative care.

## Research

The Department of Palliative Care first became involved in palliative care clinical trials in August 2008. Since then, the research team has increased both in size and in the number of

research projects that the department is involved in.

The research conducted in the department aims to ensure that people receive the highest quality of care based on the best evidence.

The projects conducted within the department include clinical trials, quality of life surveys, education data collection, chart audits and patient surveys. There are two ways to become involved in these projects. Either you may be contacted by the research nurses, or if you are interested in participating, please ask any of the palliative care staff who will direct you to the correct research staff member.

Enquiries: Phone 02 4985 0330  
Monday to Friday 8:00am – 4:00pm

## What is a Volunteer?

Volunteers are an important part of the Palliative Care Team and may work across the inpatient unit, Fig Tree Program and Bereavement Support Services.

Volunteers are required to complete the hospital based Orientation Program prior to commencing within the department.

## Donations

The ongoing financial support of the community enables the Palliative Care Service to purchase equipment for patient use, to participate in research and to provide education.

If this is an area of interest to you, please phone 02 4985 0330.

<b>DONATION FORM</b>			
<b>All donations over \$2 are tax deductible</b>			
<b>Name:</b>			
<b>Postal address:</b>			
<b>State:</b>		<b>Post Code:</b>	
<b>Amount:</b>	<b>\$25</b>	<b>\$50</b>	<b>\$100 Other Amount \$</b>
<b>Or please charge my credit card:</b>			
<b>Bankcard</b>	<b>MasterCard</b>	<b>Visa</b>	
<b>Name on card:</b>			
<b>Expiry date:</b>	<b>/</b>	<b>/</b>	
<b>Signature:</b>			
<b>Card number:</b>	<b>__ _ __</b>	<b>/</b>	<b>__ _ __ / __ _ __ / __ _ __</b>

Please make cheques payable to:  
Calvary Mater Newcastle  
Department of Palliative Care  
Locked Bag 7  
HUNTER REGION MAIL CENTRE NSW 2310



***Artwork by Doris Glasson 'Aunty Coke' 2014:  
Muguwarbang 'Peaceful and quiet'***

### **About Calvary**

Calvary is a charitable Catholic not-for-profit organisation, operating across six states and territories within Australia. Established in Sydney in 1885, by the arrival of the Sisters of the Little Company of Mary in Australia, our mission is to provide health care to the most vulnerable, including those reaching the end of their life.



Edith St, Waratah NSW 2298 | Locked Bag 7, Hunter Region Mail Centre NSW 2310  
P: 02 4921 1211 | [www.calvarymater.org.au](http://www.calvarymater.org.au)