

Teaching others about palliative care

Hope Healthcare aims to improve the delivery and the broader understanding of palliative care and is taking the initiative to train health and aged care providers.

With our aging population, residential aged care facilities are becoming the focus of end of life care for an increasing number of people. Hope Healthcare has identified the growing need for provision of specialist palliative care in these areas; the knowledge gap and the necessity for aged care staff to be better informed and trained about palliative care.

A project commenced earlier in 2008 working alongside the three Divisions of General Practice in northern Sydney, to improve knowledge of palliative care and its delivery in the residential aged care setting.

The resultant education program coordinated by our Clinical Nurse Educator for Greenwich and Neringah Hospitals and offered to staff in residential aged care facilities in northern Sydney covers four topics; 'What is palliative care?', 'Pain - assessment and



Clinical Nurse Educator Anthea Cosier takes staff at Mosman's Glengarry hostel through their introduction to palliative care.

'management', 'End of Life care'; and 'Communication and Loss and Grief'. An optional fifth topic is available, dependant on any identified needs.

Participating residential aged care staff are given the opportunity to evaluate the program and later we assess their recall, to determine the success of the project.

Commitment to excellence

With the acquisition of Hope Healthcare by Hammond Care, future opportunities for service enhancement will be explored, taking advantage of the synergies of Hammond Care and Hope Healthcare.

Our friends, supporters and clients have been assured of Hope Healthcare's service delivery following the formalisation of the acquisition of Hope Healthcare by Hammond Care from the Anglican Deaconess Institution Sydney Limited on 1 July 2008.

Hammond Care is an independent Christian charity with Anglican roots, specialising in aged and dementia care and one of Australia's most innovative aged care providers offering residential care and community services in NSW.

Hope Healthcare's Chief Executive Officer Mark Newton saw considerable potential benefits for our client populations. "This arrangement will benefit the patients, residents and clients of both organisations and therefore the community at large. Those who look to

us for high quality holistic care, can be assured of the promise of a better future for our services."

Hammond Care Chief Executive Dr Stephen Judd said that Hammond Care as an organisation is

passionate about improving existing services and enhancing the way in which they seek to support clients and their families. "We are also strongly committed to the continuation and growth of Hope Healthcare's core services of palliative care, psychogeriatrics and rehabilitation as part of an expanding and dynamic Hammond Care."

Ms Gillian Davidson, Chair of ADISL commented, "The Board of ADISL is delighted that we have secured in Hammond Care a Christian organisation committed to the continuation and growth of Hope Healthcare's services."



Hammond Care specialises in aged and dementia care. Their new 'Southwood' at Hammondville is a six cottage nursing home purpose-built for people with dementia. The domestic design aims to support the residual skills of residents.

Placing a value on service

An exercise has been undertaken to estimate of the dollar value of donated hours of service we receive from our dedicated team of Volunteers.

Our Volunteers provide their time across a wide range of areas including bereavement counselling, pastoral care, social work, catering, therapy, transport, carer respite and community care. The calculation takes account of our Volunteers undertaking these many diverse roles.

The final estimate of nearly \$350,000 value of donated time holds good for the present award rates in the areas our Volunteers are contributing their time.

When evaluated this way, the volunteer contribution to our work and effectively the broader community can be seen to be quite outstanding.

A new Volunteer service

As an example of our Volunteer's contribution to our patient's comfort and welfare, Volunteers working in the Palliative Care ward at Greenwich Hospital have introduced a new service; a 'Happy Hour' drinks trolley. A similar service has been offered at Braeside Hospital for some five years and also now at Neringah Hospital.

Either before lunch or the evening meal on most days, a Volunteer at Greenwich wheels the attractively presented trolley into the ward with a selection of complimentary beverages and nibbles for patients and



The Volunteers providing the new service at Greenwich, (from left) Fenella O'Brien, Angela Orton, Berenice Stubbs, Betty Fitzgerald and Jane Monks.

their visitors.

One of the Volunteers involved, Angela Orton said that the service is proving successful with everyone.

"We have noticed when we arrive in the ward, wearing colourful leis around our neck, spirits are lifted and everyone smiles. Champagne and orange juice is proving popular, but a

selection of wine, beer, soft drink and whiskey is also offered.

As these can be difficult times for those dealing with a terminal illness, this cheerful additional service adds a lighter touch to our normal supporting role in the ward. We are encouraged and backed by the staff and to date we have six enthusiastic Volunteers on the weekly trolley roster," she said.

Ensuite single rooms for enhanced recovery

To meet health consumers' changing expectations, ensuite equipped single private rooms are now being provided in the Rehabilitation Unit at Greenwich Hospital.

When the main Greenwich Hospital building was opened in 1966, wards were typically multi-bedded. However today health consumers having differing expectations and alternative accommodation styles are now available at Greenwich. A program to offer ensuite single private rooms in our Palliative Care Unit at Greenwich has now been complemented with a project to offer similar standards of accommodation to patients in our Rehabilitation Unit.

Across health care, private patient rooms are increasingly favoured to address noise and privacy issues. There are more benefits too. Private rooms provide for a better healing environment, as patients are able to get more rest and recover more quickly. They help with infection control. They also enable staff to work more closely with patients, as patients are more willing to talk to their doctors and nurses if they don't feel they have an audience.

Anecdotal evidence has shown us most patients prefer single-patient rooms. The benefits of improved patient satisfaction and potential for speeding recovery and reduction in hospitalisation time cannot be ignored. A great plus for patient outcomes!

Mr Ron Marden has been in one of the Greenwich Hospital's new private rooms for about a month. He had been a patient nearly four years ago following a severe stroke and had come back for further rehabilitation and assessment. He



Mr Ron Marden, very happy in one of Greenwich's new ensuite single bedded rooms in the Rehabilitation unit.

has been very happy with the convenience of the ensuite and balcony, the sunny atmosphere, excellent food and the large flat screen television. His wife Jan, a regular visitor, especially commended the staff.

Online donations now welcomed

Australia has experienced an explosion in home Internet use. To meet our supporter's changing expectations, we now offer a range of Internet giving options.

According to information released by the Australian Bureau of Statistics at the end of last year, 64 percent of Australian households now have Internet access. That figure is up from 16 percent in 1998. Of those households now connected to the Internet, 43 percent use Broadband access.

A quarter of all Australians now conduct their dealings with government online. Of the 11.3 million people who accessed the Internet from any location, 61 percent used the 'net to purchase goods or services.

Research undertaken overseas in the USA has demonstrated the growing importance of offering online giving and that donors want that option. These all were persuasive arguments for us to re-introduce online donation facilities to our website as part of a rebuild of our site.

On our new website we provide a range of information about giving to support the work of Hope Healthcare, from general donations, to giving in-memory, pledged regular giving and to bequests. We offer the options of giving online, along with printing out donation forms to post or fax to us, or telephoning through donations.

The online donation options include a so-called general donation, simply a normal donation, giving in-memory of a



To find out more, go to the Donations tab at www.hopehealthcare.com.au

loved one or friend and pledged regular giving. Pledged regular giving means giving authority to make regular deductions from a credit card at perhaps quarterly, six-monthly or at annual intervals.

Hope Healthcare has taken precautions to ensure that online transactions and personal information are safe.

We use a separate credit card transaction gateway provided by PayPal to process the credit card transaction of the donation. PayPal verify that your Internet browser is running Secure Sockets Layer 3.0 (SSL) or higher. Information is protected by SSL with an encryption key length of 128 bits, the highest level commercially available. Personal information is stored on PayPal servers and heavily guarded, both physically and electronically. To further shield credit card and bank numbers, PayPal do not directly connect their firewall-protected servers to the Internet.



People of all ages are increasingly using the Internet for E-commerce.

What makes online giving a winner, is it's so easy. No writing of cheques and finding an envelope and stamp and getting to a post box!

We are dependant on our friends and supporters to provide funds to purchase additional equipment and for enhancement of our services.

CAN YOU PLEASE HELP?

DONATIONS ARE TAX DEDUCTIBLE

Yes, I would like to make a donation of \$ 160 45 95 Other \$ (write amount)

I enclose my cheque/money order (payable to Hope Healthcare)

OR, once only, debit my credit card (details below)

OR I pledge a regular credit card donation of \$ (write amount)
Monthly 3 monthly 6 monthly Yearly
until I advise otherwise, commencing from (write date)

Please debit my: Mastercard Visa

Card No.

Expiry date Signature

To be used for (optional)

Mr/Mrs/Miss/Ms/Dr/Rev

Address

Postcode

Telephone Email

Mail to Public Relations Hope Healthcare, PO Box 5084, Greenwich NSW 2065

THERE ARE MANY OTHER WAYS YOU CAN HELP US

I would like information about becoming a Friend of Neringah/Northern Beaches/Greenwich/Braeside (circle one you wish to support)

I would like information about being a Volunteer

Please send me, in confidence, information on how I can help Hope Healthcare through my Will

Carers - if a break is what you need...

Offering up to four nights accommodation for frail aged people and people with dementia and through this, an important respite break for their carers.

Carers living across northern Sydney from the harbour to the Hawkesbury are able to take up to a four-day break from their demanding full-time role assisting with the tasks of daily living.



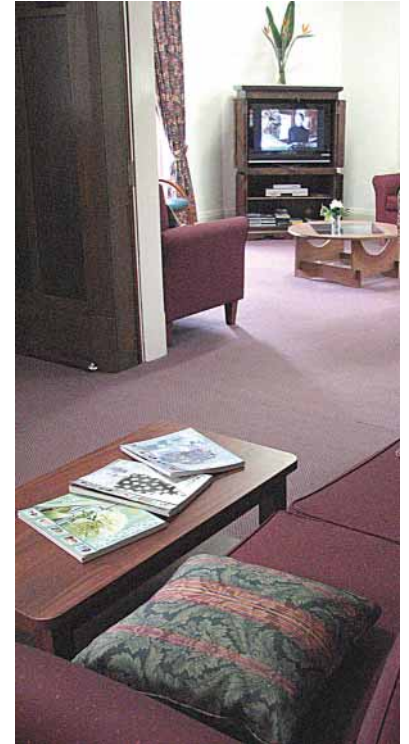
Woonona Cottage in Woonona Avenue South, Wahroonga, provides a safe secure home-like environment for up to four nights for people with dementia including people with challenging

behaviours, and for frail aged people. The cottage is open from lunchtime on Wednesdays until 4.30pm on Sundays.

Guests have the opportunity to participate in activities such as card and board games and reminiscence, as well as go on outings, take part in gardening in an old established garden, arts and crafts, short walks including to local shops and outings in the cottage vehicle. Woonona Cottage caters for an individual's specific needs and these are established at an assessment prior to booking into a stay.

A nominal nightly fee of \$30.00 per person is asked for. Enquiries or bookings or may be made by telephoning the House Manager at Woonona Cottage direct, on 9488 2288.

The operation of Woonona Cottage is funded by the Department of Health and Ageing as part of the National Respite for Carers Program.



Left, Woonona Cottage, offering a secure home-like environment, and above, the entry lobby with a view into the loungeroom.

Health support, therapy, social network & respite

Nursing and medical care, physiotherapy, social work, diversional therapy, chaplaincy, massage, occupational therapy and the opportunities for socialisation and carer respite all come together in our new Palliative Care Day Hospitals.

The provision of Palliative Care Day Hospitals is at the leading edge of contemporary palliative care planning and as well, user expectations.

Day Hospitals assist patients in their desire to remain at home for longer, while providing for efficiencies, with community clinicians able to review more patients in clinics, cutting down on lost travelling time, thereby allowing more patients to be supported.

Another big plus is the resulting provision of a much needed respite break for carers and families of those with a life limiting illness. The socialisation and the opportunity to develop strong social support from other patients is an often-overlooked element too.

When Lorraine Palmer first found out about the Northern Beaches Palliative Service's Day Hospital, she initially thought that it wasn't really necessary for her, as she had lots of loving support within her network of friends and family. However she attended one session to see what it was like. Her attitude changed.

"I found it relaxing and useful, other patients were friendly, the volunteers were warm, respectful, interesting and helpful in so many ways. The staff advised me on many areas that would make this final period of my illness more comfortable and my home a lot safer," she said.

"I realised I did need to consult with a palliative care doctor, and as well a physiotherapist, occupational therapist and a social worker on a regular basis. I also found the companionship of other patients genuinely comforting. With the deterioration of my cognitive abilities, it was really helpful to join in social activities that were thoughtfully and appropriately devised by the diversional therapist."

Lorraine's carer, her daughter Edwina, said that the Palliative Care Day Hospital provided a refreshing social network for her mother at this stage of her illness. "Mum looks forward to going every Tuesday so she can meet up with the members of the palliative care team. It has



Lorraine Palmer (left) with specialist palliative care nurse Marian Cunneen.

reassured me, as her carer, that Mum was seeing the staff once a week and adjusting her support, so she could be safe and comfortable at home. It also gave me a day off from caring, when I knew I could get to work, something vital to me. I am immensely grateful."

Hope Healthcare Limited

- a not-for-profit provider of specialised public health and community services

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