

PALLIATIVE CARE CLINICAL SUPPORTS FOR RESIDENTIAL AGED CARE HOMES NORTH EAST VALLEY REGION

Name of Organisation	Address	Telephone Number	Services Offered	Referral Process	Cost
Banksia Palliative Care Service	Suite 4 50 Upper Heidelberg Rd Ivanhoe 3079	9497 2100	<ul style="list-style-type: none"> 24 hour telephone availability Coordination of health services Expertise in controlling symptoms Palliative Care Nurse Practitioners Staff education 	<ul style="list-style-type: none"> Anyone may refer Contact Banksia on 9497 2100 to discuss the resident Complete referral form Fax referral to Banksia 9497 5330 www.banksiapalliative.com.au 	Free to clients in catchment area
Melbourne Citymission Palliative Care Service	472 Nicholson Street North Fitzroy 3065	9486 2666	<ul style="list-style-type: none"> Coordination of care Pain & symptom management Information & education Links to hospital and Pall care units Consultancy to other health professionals 24 Hour emergency support 	<ul style="list-style-type: none"> Anyone may refer Contact team member on 9486 2666 to discuss www.melbournecitymission.org.au 	Free to clients in catchment area
Austin Health Residential Outreach Service	Austin Health 145 Studley Rd Heidelberg 3084	0422 006 655	<ul style="list-style-type: none"> Service will visit RACF when a resident is unwell (Note-does not replace GP responsibility) Outreach medical & nursing service where appropriate Support palliative care in the aged care home Advice available 0900-2300hrs 	<ul style="list-style-type: none"> Telephone before 1400-2pm- (Mon-Fri) –ROS will visit that day. Normal service hours 0900-1700 (Mon-Fri) After hours advice available between 1700-2300 (Mon-Fri) & 0900-2300 (Sat-Sun) from Emergency Department Consultant on 9496 3368 or 9496 3774 	Public Hospital
Austin Health Palliative Care Unit (PCU)	Austin Health Repatriation Campus 300 Waterdale Rd Heidelberg West 3081	9496 5000	<ul style="list-style-type: none"> Inpatient palliative care services Palliative Care Consultancy 	<ul style="list-style-type: none"> PCU will admit directly for symptom management and terminal care. All residents will require an SCTT (1) to be completed by the GP, Community Palliative Care Service or RACF. Telephone admission enquiries on 9496 2277/ 2542. Austin Health Palliative Care Consultancy may also be able to assist with the referral process-telephone 9496 5961 	Public Hospital
Northern Health HARP RECIPE and Residential Response Program	Northern Hospital 180 Cooper Street Epping 3076	8405 8712 (RECIPE) 0400 595 188 (Residential Response)	<ul style="list-style-type: none"> Review medications End stage palliative care Advance Care Planning Education to staff & family Family support meetings Medical treatment & assessment in the facility using HITH if appropriate 	<ul style="list-style-type: none"> RACF or GP may refer Mon-Fri 0800-1700 Contact 8405 8712 Resident >65 years RACF must be within 30 minute drive from TNH Resident & family consent required 	Public Hospital

LEAD AGENCY:
North East Valley Division of General Practice (Vic)

PARTNERS: Adelaide North East Division of General Practice (SA), General Practice Network South (SA), Banksia Palliative Care Service, Melbourne Citymission Palliative Care Service, National Prescribing Service (NPS), Drug & Therapeutics Information Service (DATIS), Department of Health, Victoria (DHV)

LEAD PARTNER & EVALUATOR:
La Trobe University

Aged Care Homes (Vic): Assisi Aged Care, Darley House, Fronditha Anesi, Greensborough Private Nursing Home, Melbourne Citymission –Eltham Lodge & Willandra, St Joseph’s Nursing Home & Hostel, Regis Heathcliff Manor, Wattle Glen Aged Care Facility
Aged Care Homes (SA): Alwyndor Aged Care, Elkanah Village – Aldis Nursing Home & Allan Tinsley Hostel, Helping Hand Aged Care Ingle Farm, Helping Hand Carinya, Helping Hand Parafield Gardens

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Northern Health Palliative Care	Broadmeadows Health Service 35 Johnstone St Broadmeadows 3047	8345 5235	<ul style="list-style-type: none"> Inpatient services for <ul style="list-style-type: none"> Symptom Management Terminal Care Respite Care 	<ul style="list-style-type: none"> GP Referral Admission enquiries & referral direct to Palliative Care Unit 8345 5235 	Medicare or Private Insurance
Northern Health HARP Aged Care Shared Care	Broadmeadows Health Service 35 Johnstone St Broadmeadows 3047	8345 5127	<ul style="list-style-type: none"> Short term care coordination and treatment to prevent hospital admission Comprehensive assessment Facilitate admission to sub acute care Funding for provision of short term services Liaise with GP Falls prevention assessment & strategies Services offered Mon- Fri 	<ul style="list-style-type: none"> GPs & RACFs may refer Contact 9495 3109 Mon-Friday 0900-1700 The resident's needs & eligibility would be assessed at the time of referral 	Public Hospital
Northern Health Rapid Response	Bundoora Extended Care Plenty Road Bundoora 3083	9495 3109	<ul style="list-style-type: none"> Short term care coordination & treatment to prevent hospital admission As per Northern Health Shared Care 	<ul style="list-style-type: none"> GPs & RACFs may refer Contact 9495 3109 Mon-Friday 0900-1700 The resident's needs & eligibility would be assessed at the time of referral 	Public Hospital
St Vincent's Residential Aged Care In Reach Service	41 Victoria Parade Fitzroy 3065	1800 89 1300	<ul style="list-style-type: none"> Phone advice to RACFs Onsite assessment Support & education to RACF staff Outreach medical & nursing treatment where indicated Prevent unwanted trip to ED or improve access through ED if presentation is required Coordinated discharge process 	<ul style="list-style-type: none"> Telephone 1800 89 1300 Monday –Friday 0830 -1700hrs 	Public Hospital
St Vincent's Palliative Care	6 th Floor St Vincent's Hospital Princes St, Fitzroy 3065	9288 4697	<ul style="list-style-type: none"> Inpatient palliative care services 	<ul style="list-style-type: none"> Contact St Vincent's Emergency Department regarding admission 9288 2211 	Public Hospital
St Vincent's Caritas Christi Hospice	104 Studley Park Rd Kew 3101	9853 2344	<ul style="list-style-type: none"> Inpatient palliative care services 	<ul style="list-style-type: none"> GPs & RACFs may refer Admission arranged through Admission Coordinator - Telephone 9853 2344 	Public Hospital
Royal District Nursing Service	100 Oriel Rd West Heidelberg 3081	1300 687 7464	<ul style="list-style-type: none"> Nursing Care Continence assessments Medication management Palliative care 	<ul style="list-style-type: none"> Anyone may refer Will visit low care RACF, however each home is assessed at the time of referral as to eligibility 	<ul style="list-style-type: none"> Assessed at time Home may pay or residents needs to be discussed
Rally Health	1155 Toorak Rd Hartwell 3124	1300 633 933	<ul style="list-style-type: none"> Residential Aged Care Education & training 	<ul style="list-style-type: none"> Anyone may refer 	<ul style="list-style-type: none"> Direct care Cost up to \$93.00 per hour Education – contact re cost

(1) SCTT = Service Coordination Template Tool www.northwestpalliative.com.au

This information was compiled by the NEVDGP (T: 03 9496 4333) & was correct at the time of printing January 2010

The *Good Death in Residential Aged Care* project is funded by the Australian Government Department of Health and Ageing under the encouraging Best Practice in Residential Aged Care (EBPRAC) program.