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# Partnership Agreement

## Palliative Care for people at end-of-life residing in disability residential services – Grampians Region.

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### **Preamble:**

This Partnership Agreement has been developed to define the different roles and responsibilities in providing end-of-life care to people who choose to die in a disability residential service.

### **Parties to the agreement are:**

Disability residential service providers in the Grampians Region:

- McCallum Disability Services Inc
- The Department of Health and Human Services – Central Highlands Area, Disability Accommodation Services
- The Department of Health and Human Services – Wimmera South West, Disability Accommodation Services
- The Tipping Foundation – Grampians Area Residential Services.
- Woodbine Inc

Specialist Palliative Care Services (SPCS) in the Grampians Region:

- Ballarat Hospice Care Inc
- Central Grampians Palliative Care
- Djerriwarrh Palliative Care
- Wimmera Hospice Care
- The Grampians Regional Palliative Care Team (Consultancy Service).

### **Purpose**

The aim of this partnership is to develop and improve access and the response to people at end-of-life who reside in disability residential services, by clarifying roles and responsibilities.

## AGREEMENT:

### Disability residential services:

- Community service organisations and the Department of Health and Human Services supported accommodation (disability residential services) are targeted to people with a disability at the highest support needs. Disability residential services are provided under the Disability Act 2006 and generally involve staff being available 24 hours a day/ 7 days a week.
- Staff working in a disability residential service are not medically trained, but generally have either a Certificate III or Certificate IV qualification in Disability or Individual Support.
- The disability residential service will operate in accordance with the **Palliative and End of Life Care for Residents Policy (Attachment 1)**, as endorsed by the Grampians Disability Palliative Care Steering Committee in 2018. It is acknowledged that this is a draft policy, however disability residential services in the Grampians Region are committed to operationalizing this policy in each service by December 2018.
- The disability residential service will assist the client to provide, and the Specialist Palliative Care Provider, to collect all necessary information to process the referral, [e.g. current medication list, admission/registration sheet, scans, blood results, relevant specialists' letters and doctors' notes].
- The disability residential service will support the client, family and their extended networks to understand the informed consent required for the referral to the Specialist Palliative Care Service.
- The disability residential service will advocate for the client to be supported by the Specialist Palliative Care Service to complete an Advance Care Directive, if applicable.
- Staff working in disability residential services cannot:
  - administer injections by a standard syringe or an injection device that has a standard length non-retractable needle. This includes intramuscular, intravenous and subcutaneous injections
  - administer injection by any means into IV lines, or similar equipment that is sited intravenously.
  - manually draw up or load injection devices with medication.
- The disability residential service will liaise with all treating clinicians, including the specialist palliative care provider, to support the client to have a **Disability Palliative End-Of-Life Care Plan (Attachment 2)** completed. This may be in the prescribed format of the disability residential service, or an alternate format.
- The disability residential service will liaise with the Specialist Palliative Care Provider and/or the Grampians Regional Palliative Care Team for any required training and/or counselling, such as the use of pain management tools, and grief and loss counselling pre or post death.
- The disability residential service staff will review and document any issues in the **Disability Palliative End-Of-Life Care Plan** that are not captured during the initial assessment.
- In addition to working with the Specialist Palliative Care Provider and the Grampians Regional Palliative Care Team, the disability residential service will work in partnership with: General Practitioners and Specialists, District Nursing Services, Local Health Services, Local Government, and Regional and Tertiary Services.

## Specialist Palliative Care Services in the Grampians Region provide:

- Specialist Palliative Care Services in the Grampians Region provide:
  - Advice, information and support for other health professionals.
  - One off consultations with patients, carers and family for complex issues.
  - Short or longer term admissions to program where problems are complex and require regular evaluation and assessment. This may include end stage care.
- Referral processes and service profiles of each Specialist Palliative Care Provider in the Grampians Region, and the Grampians Palliative Care Team are available via the Grampians Region Palliative Care Consortium Website <https://grampianspalliativecare.com.au/wp/wp-content/uploads/2020/04/Quick-reference-tool-for-Grampians-SPCS-updated-23Apr2020.pdf> (**Attachment 3**).
- The Specialist Palliative Care Service will support the disability residential services and the client to have a **Disability Palliative and End-Of-Life Care Plan** completed. This may be in the prescribed format of the disability residential service, or an alternate format.
- Specialist Palliative Care Services understand, and will educate all other prescribing clinicians that disability residential accommodation staff are not medically trained, and do not receive any accredited training in the administration of medication. Typically, medication training for staff is delivered in house, and is restricted to Webster packs, ointments and oral prn medications.
- Specialist Palliative Care Services understand that disability residential services staff are not authorised to administer subcutaneous medication under any circumstances.
- Where subcutaneous medication is the only option Specialist Palliative Care Services can provide training to a client's nominated carer to dispense the medication, or can support the disability residential services to refer to District Nursing for subcutaneous medication dispensing if required.
- Specialist Palliative Care Services and/or the Grampians Regional Palliative Care Team will provide education to the staff of the disability residential service in the use of pain assessment tools, if required by the disability residential service.
- Specialist Palliative Care Services will support the client with Advance Care Planning, and the completion of Advance Care Directives, if required.
- Counsellors at Specialist Palliative Care Services and/or the Grampians Regional Palliative Care Team can provide counselling, grief, bereavement and spiritual support.
- Specialist Palliative Care Services will provide free loan of medical equipment to registered clients if it is available, or assist the disability residential service to source what is required.
- Specialist Palliative Care Services and/or the Grampians Regional Palliative Care Team can provide training (ongoing or one-off) to staff working in disability residential services covering advance care planning, dying at home, partnerships, death and post death care.
- Specialist Palliative Care Services and/or the Grampians Regional Palliative Care Team will support providers of disability residential service with grief and loss counselling and education post-death.



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(Partner signature) Date:        /        /  
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**McCallum Disability Services** (Position)  
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(Partner signature) Date:        /        /  
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**Melba Support Services (formerly DAS housing)** (Position)  
Ballarat & Western Region Area, \_\_\_\_\_

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(Partner signature) Date:        /        /  
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**Possability (formerly DAS housing)** (Position)  
Ararat & Stawell Area, \_\_\_\_\_

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(Partner signature) Date:        /        /  
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**Wimmera Hospice Care** (Position)  
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(Partner signature) Date:        /        /  
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**Woodbine Inc.** (Position)  
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