

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

## Quick Reference Tool

*The right care in the right place at the right time*



### What services do Specialist Palliative Care Services (SPCS) provide?

- Advice, information and support for other health professionals (this can also be provided by the Palliative Care Advice Service on 1300 360 000)
- 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.

### Triggers for referral

- The referring clinician would not be surprised if the patient died within the next 12 months
- Recurrent presentations to hospital
- For inpatients, it would not be a surprise if the person died this hospital admission
- Progressive disease despite life prolonging therapy
- Recent marked decline in physical function
- Low probability of success from available therapeutic options
- Withdrawal, or consideration of withdrawal, of life prolonging treatment (e.g. haemodialysis, ventilation)
- Patient or family concern about end of life issues
- Care needs exceed carer capacity

For more information, refer to the Supportive and Palliative Care Indicators Tool (SPICT). The SPICT™ is used to help us identify people at risk of deteriorating and dying with one or multiple advanced illnesses for holistic, palliative care needs assessment and care planning. [www.spict.org.uk](http://www.spict.org.uk)

### Referral Criteria

The patient lives in the service area and has a progressive, life limiting or life threatening disease (malignant/non-malignant) and any of the following:

- The patient has complex symptoms that require specialist assessment/management and which are beyond the capacity of the primary care team to manage optimally
- The patient and/or their family has complex psychological, ethical, social or spiritual needs that require specialist assessment and support
- The patient is approaching end of life and the primary care team requires additional support and/or advice

### Tips

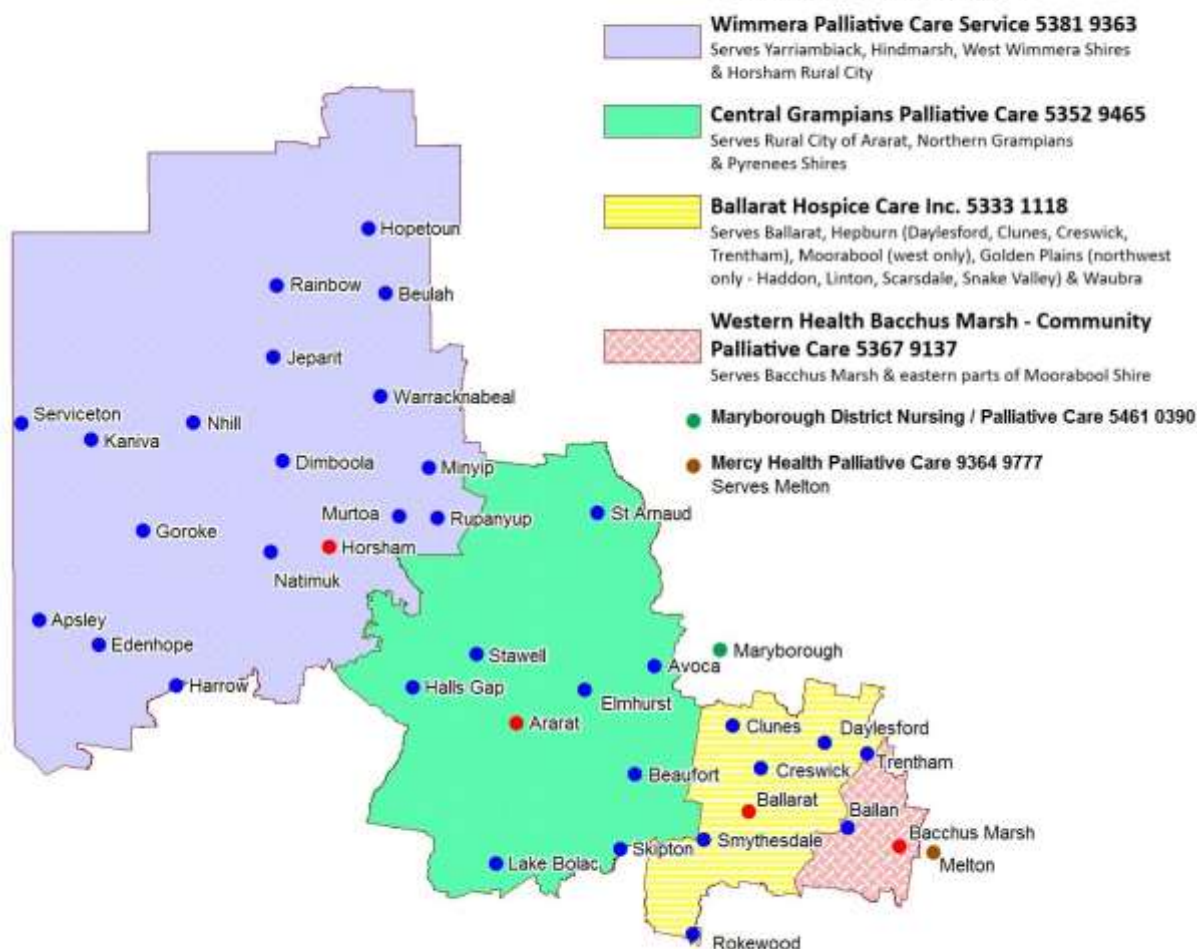
- To avoid delay in processing your referral, ensure copies of all relevant medical information is provided: e.g. current medication list, admission/registration sheet, scans, blood results, relevant specialists' letters and doctors' notes
- All referrals require the consent of the patient or legal representative
- Patients remain under the care of their primary health care team
- Patients who are having life prolonging treatment are not excluded from referral to a SPCS

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

### Grampians Regional Palliative Care Team

ph 5320 3553 / 0408 612 699

Serves the Grampians Region



Tip: Ideally phone your local SPCS to discuss the referral prior to completing a referral form/letter

### Other services

Service	Description	Contact
<b>Palliative Care Advice Service</b>	You can speak with a specialist palliative care nurse or doctor about any aspect of a life-limiting illness. It is for people with any life-limiting condition their carers, family, friends or neighbours. It's also for doctors, nurses and other healthcare workers and service providers.	Phone: <b>1800 360 000</b> 7am – 10pm 7 days a week, Website: <a href="http://www.pcas.org.au">www.pcas.org.au</a>
<b>End of Life Directions for Aged Care (ELDAC)</b>	ELDAC is a government-funded initiative where helpline staff help aged care workers, nurses and GPs about palliative care, advance care planning, and details about service providers.	Phone: <b>1800 870 155</b> Monday to Friday 9am – 5pm Website: <a href="http://www.eldac.com.au">www.eldac.com.au</a>
<b>Gandarra (Grampians Health – Ballarat)</b>	An 11 bed inpatient palliative care facility providing end stage care and symptom management for patients and their families who are suffering from a terminal illness	Phone: <b>03 5320 3895</b>
<b>Residential in Reach</b>	Aims to prevent unnecessary presentation to Emergency Departments of acutely unwell people living in residential aged care through assessment and establishing goals of care	Ballarat Health Services Mobile: <b>0478 305 011</b>

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<b>Name of service</b>	<b>Wimmera Palliative Care Service (WPCS) – Grampians Health – Horsham</b>
<b>Contact details</b>	Phone: 03 5381 9363 Fax: 03 5362 3480 Email: hospice@whcg.org.au Website: www.whcg.org.au
<b>Hours of service</b>	Monday to Friday 8.30am to 4.30pm
<b>After hours</b>	For registered patients only, 24 hours a day, 365 days a year. After-hours contact number supplied on admission to WPCS
<b>Street address</b>	Wimmera Cancer Centre Cnr Robinson St & Arnott St Horsham 3400 VIC
<b>Postal address</b>	As above
<b>Service type</b>	Nurse led consultation This is a free service
<b>Service area</b>	Yarriambiack, Hindmarsh, West Wimmera and Horsham Rural City
<b>Referral process</b>	Referrals are accepted from patients, family members, carers and Health Care Professionals For <b>all referrals</b> and <b>phone advice</b> during business hours phone: 03 5381 9363 <b>Fax</b> completed referral form/letter to: 03 5362 3480 All referrals are responded to as soon as possible. Initial contact is usually made with the referrer to ensure referral is appropriate and patient is aware of the referral
<b>Service profile</b>	Specialised palliative care consultancy providing comprehensive nursing and allied health care, in collaboration with the local medical practitioner, based on the unique needs of the patients, their carer and family, when facing a life limiting prognosis. The service provides: <ul style="list-style-type: none"> <li>• assistance with care coordination</li> <li>• symptom assessment and management</li> <li>• addressing emotional and social concerns</li> <li>• providing quality care for those approaching the end of life including equipment loans</li> <li>• assistance with Advance Care Planning</li> <li>• carer support</li> <li>• grief and bereavement support</li> </ul>
<b>Allied health services</b>	Facilitates access to relevant allied health services
<b>Other services</b>	<ul style="list-style-type: none"> <li>• Bereavement/counselling support</li> <li>• Volunteer support</li> <li>• Carer education program and community education program</li> <li>• PEPA placements</li> </ul>
<b>Works in partnership with</b>	All health care providers including: <ul style="list-style-type: none"> <li>• General Practitioners and Specialists</li> <li>• District Nursing Services</li> <li>• Local Health Services</li> <li>• Grampians Regional Palliative Care Team</li> <li>• Local Government and Regional and Tertiary Services</li> </ul>
<b>Palliative care discharge criteria</b>	Based on discussion with the primary health care team, the patient and their family/carer, when the needs are no longer complex or the patient relocates out of the service area

<b>Name of service</b>	<b>Central Grampians Palliative Care (CGPC) – East Grampians Health Service</b>
<b>Contact details</b>	Phone: 03 5352 9465 Fax: 03 5352 9425 Email: cgpc@eghs.net.au Website: www.eghs.net.au
<b>Hours of service</b>	Monday to Friday 8am to 4.30pm
<b>After hours</b>	For registered patients only, 24 hours a day, 365 days a year. After-hours contact number supplied on admission to CGPC
<b>Street address</b>	5 Girdlestone Street Ararat 3377
<b>Postal address</b>	P.O. Box 155 Ararat 3377
<b>Service type</b>	Nurse led consultation This is a free service
<b>Service area</b>	Rural City of Ararat, Northern Grampians and Pyrenees Shires
<b>Referral process</b>	Referrals are accepted from patients, family members, carers and Health Care Professionals For <b>all referrals</b> and <b>phone advice</b> during business hours phone: 03 5352 9465 <b>Fax</b> completed referral form/letter to: 03 5352 9425 Once referral received, the patient is contacted within 1-3 business day to discuss appointment for assessment.
<b>Service profile</b>	Comprehensive nursing and allied health care in collaboration with the local medical practitioner based on the unique needs of the patients, their care and family when facing a life limiting prognosis including: <ul style="list-style-type: none"> <li>• assistance with care coordination</li> <li>• symptom assessment and management</li> <li>• addressing emotional and social concerns</li> <li>• providing quality care for those approaching the end of life</li> <li>• assistance with clinical decision making</li> <li>• carer support</li> <li>• grief and bereavement support</li> </ul>
<b>Allied health services</b>	Facilitates access to relevant allied health services
<b>Other services</b>	<ul style="list-style-type: none"> <li>• Equipment loan program</li> <li>• Carer education program</li> </ul>
<b>Works in partnership with</b>	<ul style="list-style-type: none"> <li>• General Practitioners and Specialists</li> <li>• Local Health Services</li> <li>• Grampians Regional Palliative Care Team</li> <li>• Local Government and Regional and Tertiary Services</li> </ul>
<b>Palliative care discharge criteria</b>	Based on discussion with the primary health care team, the patient and their family/carer, when the needs are no longer complex or the patient relocates out of the service area

<b>Name of service</b>	<b>Ballarat Hospice Care Inc. (BHCI)</b>
<b>Contact details</b>	Phone: 03 5333 1118 Fax: 03 5333 1119 Email: admin@ballarathospicecare.org.au Website: www.ballarathospicecare.org.au
<b>Hours of service</b>	Monday to Friday 9am to 4.30pm
<b>After hours</b>	For registered patients only, 24 hours a day, 365 days a year. After-hours contact number supplied on admission to BHCI
<b>Street address</b>	1836 Sturt Street Alfredton 3350
<b>Postal address</b>	P.O. Box 96 Ballarat 3353
<b>Service type</b>	Community palliative care service – home based This is a free service
<b>Service area</b>	Ballarat, Hepburn (Daylesford, Clunes, Creswick, Trentham), Moorabool (west only), Golden Plains (northwest only – Haddon, Linton, Scarsdale, Snake Valley) and Waubra
<b>Referral process</b>	Referrals are accepted from patients, family members and carers and Health Care Professionals <b>For all referrals and phone advice</b> during business hours phone: 03 5333 1118 <b>Fax</b> completed referral form/letter to: 03 5333 1119 Once referral received, the patient is contacted within 1 business day to discuss appointment for assessment.
<b>Service profile</b>	Interdisciplinary team made up of Medical Director, Specialist Palliative Care Nurses, Supportive Care Advisors specialising in palliative care and bereavement, trained patient support volunteers. Incorporated and funded by Dept. of Health with funding support from the community.
<b>Allied health services</b>	Facilitates access to relevant allied health services
<b>Other services</b>	<ul style="list-style-type: none"> <li>• Specialist Palliative Care Nurses provide clinical assessment and ongoing symptom management with 24 hour support.</li> <li>• Liaison with GPs and medical team</li> <li>• Supportive Care Advisors provide advocacy, support and counselling, grief and bereavement support and spiritual support</li> <li>• Free loan of equipment to patients registered with BHCI</li> <li>• Carer education program</li> <li>• Patient support volunteers provide transport, companionship, advocacy</li> </ul>
<b>Works in partnership with</b>	<ul style="list-style-type: none"> <li>• General Practitioners and Specialists</li> <li>• District Nursing Services</li> <li>• Local Health Services</li> <li>• Grampians Region Palliative Care Team</li> <li>• Local Government and Regional and Tertiary Services</li> </ul>
<b>Palliative care discharge criteria</b>	Based on discussion with the primary health care team, the patient and their family/carer, when the needs are no longer complex or the patient relocates out of the service area

<b>Name of service</b>	<b>Bacchus Marsh Community Palliative Care Service (BMCPCS) – Western Health</b>
<b>Contact details</b>	Phone: 03 5367 9137 Fax: 03 5367 4274 Email: palliativecare@djhs.org.au Website: www.djhs.org.au
<b>Hours of service</b>	Monday to Friday 8am to 4.30pm
<b>After hours</b>	For registered patients only, 24 hours a day, 365 days a year. After-hours contact number supplied on admission to BMCPCS
<b>Street address</b>	35 Grant Street Bacchus Marsh 3340
<b>Postal address</b>	P.O. Box 330 Bacchus Marsh 3340
<b>Service type</b>	Nurse led consultation This is a free service
<b>Service area</b>	Bacchus Marsh and eastern parts of Moorabool Shire
<b>Referral process</b>	Referrals are accepted from patients, family members/ carers and health professionals For <b>all referrals</b> and <b>phone advice</b> during business hours phone: 03 5367 9137 <b>Fax</b> completed referral form/letter to: 03 5367 4274 Once referral received, the patient is contacted within 1-3 business days to discuss appointment for assessment
<b>Service profile</b>	Comprehensive nursing and allied health care in collaboration with the local medical practitioner based on the unique needs of the patients, their carer and family when facing a life limiting prognosis including: <ul style="list-style-type: none"> <li>• assistance with care coordination</li> <li>• symptom assessment and management</li> <li>• addressing emotional and social concerns</li> <li>• providing quality care for those approaching the end of life</li> <li>• assistance with clinical decision making</li> <li>• carer support</li> <li>• grief and bereavement support</li> </ul>
<b>Allied health services</b>	Facilitates access to relevant allied health services
<b>Other services</b>	<ul style="list-style-type: none"> <li>• Bereavement/counselling support</li> <li>• Volunteer support and carer education program</li> <li>• Community education program</li> <li>• PEPA placements</li> </ul>
<b>Works in partnership with</b>	<ul style="list-style-type: none"> <li>• General Practitioners and Specialists</li> <li>• Local Health Services</li> <li>• Grampians Region Palliative Care Team</li> <li>• Local Government and Regional and Tertiary Services</li> </ul>
<b>Palliative care discharge criteria</b>	Based on discussion with the primary health care team, the patient and their family/carer, when the needs are no longer complex or the patient relocates out of the service area

<b>Name of service</b>	<b>Grampians Regional Palliative Care Team (GRPCT) – Grampians Health – Ballarat</b>
<b>Contact details</b>	Phone: 03 5320 3553 Mobile: 0408 612 699 Fax: 03 5320 6493 Email: info@grpct.com.au Website: www.grpct.com.au
<b>Hours of service</b>	Monday to Friday 8am to 4.30pm
<b>After hours</b>	No after-hours support
<b>Street address</b>	102 Ascot Street South Ballarat 3350
<b>Postal address</b>	P.O. Box 199 Ballarat 3353
<b>Service offered</b>	Specialist palliative care consultancy providing medical support for patients with complex needs. This is a free service
<b>Service area</b>	Grampians region including Yarriambiack, West Wimmera, Horsham, Hindmarsh, Pyrenees, Ararat, Northern Grampians, Ballarat, Hepburn, Golden Plains and Moorabool
<b>Referral process</b>	For <b>URGENT referrals</b> and <b>phone advice</b> , during business hours, phone Palliative Care Physician: 0408 769 941 or Clinical Nurse Consultant: 0408 612 699 <b>Complete GRPCT referral form</b> , located at <a href="http://www.grpct.com.au">www.grpct.com.au</a> and fax to: 03 5320 6493 Once referral received, the patient will be contacted within 1-3 business days For <b>NON URGENT referrals</b> complete GRPCT referral form and fax to: 03 5320 6493 Outpatient clinic can be accessed through Ballarat Health Services Outpatient Service
<b>Service profile</b>	The service provides episodic clinical consultation for complex symptom management. Outpatient clinic held at Ballarat Health Services each Thursday <b>Palliative Care Physician</b> and <b>Nurse Practitioner</b> make regular visits throughout the region. Contact GRPCT for a copy of the visiting schedule Palliative Care Physician coordinates access to Gandarra (Ballarat Health Services) which is an 11 bed palliative care inpatient ward
<b>Other services</b>	The service also provides: <ul style="list-style-type: none"> <li>• Education, research, policy and procedure development</li> <li>• Service development</li> </ul>
<b>Works in partnership with</b>	<ul style="list-style-type: none"> <li>• General Practitioners and Specialists</li> <li>• Local and regional health service providers</li> <li>• Community based specialist palliative care services</li> </ul>
<b>Palliative care discharge criteria</b>	Based on discussion with the primary health care team, the patient and their family/carer, when the needs are no longer complex or the patient relocates out of the service area