Welcome to Laurel Hospice and the Southern Adelaide Palliative Service
Laurel

Laurel was used as a symbol of honour and in modern times, additionally as a symbol of victory and peace.

Further symbolism of victory and achievement associated with Laurel, have seen it used as an embellishment in bronze, wood or stone, adorning many of Australia’s war memorials and military badges. The Laurel tree is evergreen, symbolic of life and fidelity.

Commemorative ceremonies held in honour of those who perished in defence of their country often incorporate a wreath laying ceremony, where laurel is woven into or forms the wreath.
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What is palliative care?
Palliative Care is an active care that aims to relieve suffering and promote comfort when cure is no longer possible.

Palliative Care offers a positive approach to caring and encourages people to live as full a life as they are able to when faced with a life-limiting illness.

This care provides physical, psychological, social, emotional and spiritual support for patients, families and their friends.

Southern Adelaide Palliative Services (SAPS)
SAPS is a service which facilitates care for people with a life-limiting illness in the southern metropolitan area of Adelaide.

The service provides:
> Assessment of your needs and those of your family and carers
> Support and advice to your General Practitioner (GP)
> Support and advice to community home support services
> Support and advice to treating specialists in hospitals.

The SAPS team includes specialist nurses, doctors, social workers, specially trained volunteers and a range of other roles to support patients registered with the service.

Services offered by SAPS
Outpatient clinics
> Flinders Medical Centre
> Noarlunga Hospital
> GP Plus Super Clinic Noarlunga
> GP Plus Health Care Centre Marion

Community support
The palliative care team supports the care provided by GPs and nurses to patients in their homes and in residential care facilities in our region. They do not replace existing providers of care but assess needs, provide skilled advice, assist in
coordinating community services and, in some circumstances, are able to request additional services as required.

SAPS medical specialists are able to offer advice to GPs or treating doctors by telephone. A visit for review of complex symptoms can be arranged on request from the GP or palliative care nurse.

After hours support
SAPS has a palliative care nurse and doctor on-call after hours and weekends for phone advice only. If the matter is urgent, you should dial 000 for an ambulance. It is highly recommended that all patients have ambulance cover. In some circumstances, the palliative care service may be able to arrange a visit from an extended care paramedic after hours. The cost of this visit is included in your ambulance subscription. Call (08) 8404 2058 and ask for the on-call palliative care nurse.

Referral to our service
Referrals may be initiated by your treating doctor, hospital staff, community services or you or your family.

Referrals should meet the three criteria below:

> Patient has a progressive, life-limiting illness
> Patient or their decision maker is aware of, understands and has agreed to a palliative care referral

> Primary goals of patient care are to control symptoms, maximise function, maintain quality of life and provide comfort.

It is desirable, for all patients who have been referred, to have an identified GP.

Once the referral is received, you will be contacted by our triage nurse who will assess your current needs by phone and determine the urgency of treatment if this is required. If the referral is received while the patient is in hospital, this assessment will be made by the palliative care hospital liaison team. Assessment by the palliative care team will aim to develop a management plan involving services that are appropriate to the patient’s circumstances.

Palliative Care Initial Assessment Clinic
The Palliative Care Initial Assessment Clinic aims to meet the needs of individuals (and their families) who have been diagnosed with a life-limiting illness, and may not necessarily have an immediate need for palliative care services, but are likely to require these services in the future.

An early introduction enables us to undertake a comprehensive assessment, provide you with information about our service and assist us to plan your care needs.
What will be involved?
Allow two hours for this initial clinic appointment. We ask that, if you have a significant caregiver, you attend together. You may meet a number of our team members including a Nurse Practitioner/Nurse Practitioner Candidate, Community Social Worker, Pharmacist, Psychosocial Nurse and/or Caregiver Facilitator.

During the consultation we will aim to:

> Undertake an initial assessment of your symptoms
> Outline the role of our service
> Review your medicines
> Discuss any social, financial or care planning issues
> Discuss any concerns regarding coping and adjusting to your illness
> Ask the needs of your carer.

What happens after your appointment?
At the conclusion of your appointment, you will be advised of the follow-up plan:

1. No further follow-up may be required at this time, but re-referral may be initiated in the future if your situation changes. We will retain information collected in your file so you will not need to repeat this process again.

2. You may be referred to another service that may be more appropriate for your current needs.

3. A follow-up appointment may be made in an outpatient clinic at GP Plus Health Care Centre Marion, GP Plus Super Clinic Noarlunga or or the 4th Generation Clinic in the Rehabilitation and Palliative Care building, Flinders Medical Centre.

4. Follow-up will be provided to you at home by one of our palliative care specialist community nurses.

A letter will be forwarded to your GP and medical specialist advising them of the outcome. You will also receive a letter including the names of the team members you have seen and advising any follow-up appointments or referrals to other services made on your behalf.

What to bring?
You will receive a letter prior to your appointment explaining where to go and what to bring. This will include:

> The completed Medicines List – both sides (enclosed with letter)
> Any copies of scans or test results that you have
> The symptom assessment questionnaire (enclosed with letter).
Staying at Laurel Hospice

Laurel Hospice is a 15-bed short-stay palliative care inpatient unit (Hospice) located on the top floor of the Rehabilitation and Palliative Care Building at Flinders Medical Centre.

Each patient has their own room and bathroom, allowing for greater privacy and comfort.

The Hospice accepts admissions for active symptom management, as a transition to home from hospital, or for care in the terminal stage of illness.

The Hospice is a specialist palliative care service for patients with complex needs and cannot provide long-term residential care. If you become medically stable and are able to return home, we may discuss alternative care with you and your family or carer. We know many people want to be at home and we will do everything we can to enable this. Transfer to a Residential Aged Care Facility may be considered as an option for your care and this will be discussed in full with you and your family.

When you are discharged from Laurel Hospice, the support, resources and expertise of the Southern Adelaide Palliative Services remain available through consultative medical, nursing, social work, complementary therapy and volunteer team.
What do I need to bring with me?

> Night attire, slippers and dressing gown
> Day clothes to wear, if you feel well enough
> Personal toiletries, i.e. soap, toothbrush and toothpaste, tissues, shaving needs, hairbrush
> Current medications, x-rays and other relevant medical documentation and letters
> Medicare card, pension card, pharmaceutical benefit card and private health fund information
> Your favourite drink (there is a communal kitchen with a refrigerator that patients and families are free to use. Any personal food/drink items will need to be labelled)

> Personal items such as favourite photographs from home to make the stay at Laurel Hospice as comfortable and homely as possible.

Please label all items you bring to Laurel Hospice.

Visiting hours

> There are no set visiting hours, however, we encourage a rest period during the day between 12 noon and 2pm to enable a quiet time.
> Family and close friends are encouraged to spend as much time with you as you feel is appropriate. We will be able to accommodate a close loved one to stay overnight. Please discuss this with the Team Leader on each shift. Visiting hours can be negotiated with you and your family if you find visitors too tiring.
Day leave

If you feel well enough, you may wish to negotiate periods of leave from the Hospice with advice from your medical team (this may be from a few hours to overnight).

To ensure your safety:

> We will expect you to have a responsible carer with you at all times
> You must provide us with a return time
> If you are delayed for any reason, please phone the Hospice on (08) 8404 2210
> Upon your return to the Hospice, ensure you inform the nurses of any medication taken whilst on leave.

Night visiting

For security reasons, the doors of the hospice are locked after 9pm. Entry to the Hospice after hours will be via the Flinders Medical Centre main entrance.

As discussed, a close loved one is able to stay overnight in the fold out sofa chair in the patient’s room.

Meals for visitors

> Tea and coffee facilities are available at all times in the kitchen (please return your crockery to the kitchen when you have finished)
> A refrigerator, stove, fully functioning oven and microwave located in the kitchen are available for your convenience
> Vending machines for cold drinks and light snacks are available near the Flinders Medical Centre main entrance
> There is a cafeteria located on the Ground Floor (Level 3) of this building
> Visitors should bring their own food utilising the kitchen facilities available and/or purchase food at catering facilities across the Flinders campus.

Overnight stay for visitors

Provision is made for a loved one to stay overnight. Please refer to the SALHN Consumer Information Sheet: Adult Boarders in Hospital.

Children must always be under the care of a responsible adult.

Children’s play area

Children visiting Laurel Hospice may get restless at times. A limited supply of toys, games, puzzles, books and play stations are located in the children’s area. Children must be under the direct supervision of a responsible adult at all times.

Social work services

A social worker is available for patients and families to:

> help with understanding and adjusting to illness
> to help with understanding the dying process
Pastoral Care

Pastoral care of the spirit is important in a hospice setting. Laurel Hospice is a non-denominational facility, however caring for the spirit includes open discussion about what is important to you and what you value. Flinders Medical Centre provides a pastoral care team to Laurel Hospice, however, you are welcome to invite your own religious or spiritual leader.

There is a Quiet Room available to families in Laurel Hospice. Flinders Medical Centre has a multi-faith chapel on the 4th floor near the ‘frog’ lifts. This is open to anyone needing a quiet reflective space. On most Sundays at 11am a Christian Ecumenical Service is held in the chapel.

The hospital chaplains are on call 24 hours a day, seven days a week and are happy to be paged for urgent situations overnight and on weekends. For a chaplain please phone 0466 013 364. A chaplain will respond asap and triage any specific requests or faith traditions.

Volunteer services

Our team of trained volunteers can provide the following:

> Massage for your hands or feet
> Music for relaxation or pleasure
> Facial or manicure
> Reading to you or writing letters
> Assistance with your meals
> Company in the garden, or wherever you wish to go
> Company and a supportive listening ear
> An opportunity to reminisce, recall and record aspects of your life story
> General support to you, your family and friends.

For more information or to request a service, please do not hesitate to speak to a staff member or call reception on (08) 8404 2210.

Art

Patients and families are offered the opportunity to use art materials and methods to promote a sense of well-being. A safe, comfortable space is created where stories can be told, feelings expressed, or journeys explored with the support of an experienced facilitator.

Anyone can access this resource, no skills are necessary.
Pets
Well behaved, continent pets are welcome visitors at Laurel Hospice. If you are in doubt please speak to reception staff or one of the nursing staff.

Complementary care services
A variety of complementary therapies including relaxation techniques, massage, kinesiology, reiki, therapeutic touch and art are available for you and your family or carer to access via our Wellbeing Service.

Complementary therapies may assist to:
> Promote relaxation
> Reduce stress and anxiety
> Improve well-being and quality of life
> Assist with sleep
> Alleviate symptoms such as pain, nausea, poor appetite, fatigue, constipation, diahorrea
> Provide emotional support
> Support the client, family and carers.

Hairdresser
Reception staff can arrange a visit by a hairdresser during your stay at Laurel Hospice.

Amenities
> Laurel Hospice has a lounge area which can be used by patients and visitors
> The Quiet Room may also be available for visitors
> The Rooftop Terrace and courtyard area can be accessed for your use and beds may be moved out into this area
> All visitors must participate in keeping the Hospice in a tidy state after using the amenities.

Laundry
Please make arrangements for personal laundry to be done at home. There are limited laundry facilities at Laurel Hospice.

Telephone
> Enquiries can be made by contacting Laurel Hospice on (08) 8404 2210
> Phones are provided at the bedside - please ask nursing staff for the direct number to your room
> You are welcome to use your mobile phone in Laurel Hospice.

Smoking
Laurel Hospice and the rooftop garden are a non smoking facility.

Staff can assist with nicotine replacement for patients.
Car parking

Families spending significant time at Laurel Hospice will be provided with free car parking in the Southern Car Park adjacent to the Building (see map).

[Map of Flinders University and its surroundings, showing the location of Laurel Hospice and the Southern Car Park.]
Laurel Hospice charges

> Public hospital conditions apply to your stay in Laurel Hospice

> Should a longer stay be necessary, your status will be reviewed and nursing home rates may apply

> If privately insured, your health fund is billed through the Flinders Medical Centre at standard hospital rates

> Please supply reception staff with details of your private insurance fund and your Medicare card

> Should you experience any difficulties, reception staff will be happy to assist you.

Research

The Southern Adelaide Palliative Services research program develops better ways to deliver the best possible palliative care. The program enables SAPS to build an evidence-based approach to targeting treatments to those who will most benefit from them and to improve the care that we provide. If you agree to help with this research, you may be approached by a study nurse. If you are keen to participate in our research programs, please do not hesitate to contact us directly by asking staff to speak with a study nurse.

Education

Our vital education program offers continuing education to staff, other health professionals and to the community. Through our affiliation with Flinders University, we teach undergraduate and post graduate medical, nursing and allied health students.

The Laurel Palliative Care Foundation

The Laurel Palliative Care Foundation (formerly the Daw House Hospice Foundation) undertakes a vital role in raising funds for Southern Adelaide palliative patients, and their families, living with the realities and pressures of a life-limiting illness. In fact, the need for the wide range of quality palliative services provided by Southern Adelaide Palliative Services (SAPS)—the hospice being just one avenue to these—is greater than ever.

The SAPS Community Team, for example, now cares for up to 500 families at any one time. This dedicated mobile team works tirelessly to enhance patients’ quality of life by helping them stay in their own homes as long as possible—almost always their preference—and ensuring their carers receive every support available.

With an ageing population here in South Australia, this demand is only going to grow. But with ongoing support, the Foundation will continue to help these patients and families access the services they need, and find valuable calm and comfort.
Our Wellbeing Service plays an important role in helping palliative patients remain in their homes for longer periods, with the provision of a range of complementary therapies. The program’s services include:

- massage
- hypnotherapy
- kinesiology
- yoga
- Bowen Therapy
- Meditation
- reiki and therapeutic touch
- facials
- lymphatic drainage
- reflexology.

Recently, we have been asking clients for feedback in relation to their experiences with complementary care provided through the Wellbeing Service. We have received a 100% return rate, and all—as this excerpt illustrates—have found the services to be extremely positive:

“To find a place where your heart and mind can find peace, when your whole world is surrounded by sadness and fear, is a blessing, and shows how beautiful the people here are.

Thank you. You are helping me and my children with the love you give.”

(2017 Complementary Care program feedback)

Based on these findings, the Foundation will be raising critical funds to extend the Wellbeing Service into patient’s homes.

The Foundation aims to assist in providing a seamless transition between hospice care and services within the home environment—where people feel safe and most comfortable.

The Art Therapy program is also fully funded by the Foundation. This program works with patients in coming to terms with impending death, in addition to offering support to their spouses and children. Post death support is also offered to families and is provided by a trained psychotherapist and artist. The program has been extremely successful over the years.

Unfortunately, the number of young families through Laurel Hospice is increasing and this program has become instrumental in providing emotional, psychological and spiritual support for the growing number of children, teenagers and young adults who have had contact with our services via a parent being a SAPS patient.

An important initiative that has been implemented over the last year is the L.E.A.F. (Life, Education, Art, Feelings) Project which assists in creating an educated and aware school environment for individuals who have experienced the death of a significant person. The project begins to normalise and create avenues for discussion between peers and teachers regardless of the content.
The L.E.A.F. Project quickly demonstrates that art is a key tool in identifying and accepting our feelings. The overall aim of this project is to provide a platform to normalise discussion surrounding life cycles, transitions and feelings, and to assist schools in developing a culture that is accepting and supportive of all students on different life journeys.

Fundraising

Fundraising is the cornerstone of the Laurel Palliative Care Foundation’s existence, with much needed funds raised for the provision of services not covered by Government funding.

To ensure that the Foundation can continue to provide this essential support for Southern Adelaide Palliative Services in its important work with patients, their families and friends, financial support continues to be a vital role for the Foundation. You can help by making a donation, becoming a financial member or attending the wide array of events hosted by the Foundation.

Your generous support can help make this happen now—and bring precious added comfort for those in your community dealing with one of the most challenging stages in life’s journey.
Laurel Palliative Care Foundation Inc.

Please support us as we continue to provide additional funding for the special care for our patients, their families and carers.

Every amount donated is used carefully and wisely.

Donations over $2 are tax deductible and receipts will be issued.

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My Cheque is enclosed.

Please make cheques payable to: Laurel Palliative Care Foundation Inc.

or

Please debit my

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- Visa □

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Expiry Date: □ □ /  □ □

Please send to:

Laurel Palliative Care Foundation Inc.
Rehabilitation and Palliative Care Building
Flinders Drive, Bedford Park SA 5042

Donations can be made via our website
www.laurelpallcarefoundation.org.au