



## Service summary

Name of service	Great Southern Palliative Care Service
<b>Contact details</b>	<p>Palliative care office phone: (08) 9892 2380</p> <p>Fax: (08) 9892 2580</p> <p>Email: <a href="mailto:gs.palliativecare@health.wa.gov.au">gs.palliativecare@health.wa.gov.au</a></p> <p>Palliative care nurse manager: 0438 305 985</p> <p>Clinical nurse lead: 0429 379 145</p> <p>Albany Hospital switchboard: (08) 9892 2222</p>
<b>Hours of service</b>	Monday to Sunday 8:30 am to 4:30 pm including public holidays
<b>After hours</b>	No after hours service provided by Great Southern Palliative Care Service.
<b>Street address</b>	Albany Health Campus, Warden Avenue, Spencer Park WA 6330
<b>Website address</b>	Not available
<b>Service type</b>	<ul style="list-style-type: none"><li>■ Consultation – nursing and/or medical specialist, social work, Aboriginal health liaison officer, allied health.<ul style="list-style-type: none"><li>■ Albany Health Campus, regional hospitals, nursing posts, and RACF.</li><li>■ Outpatient Clinic – Albany Health Campus palliative care specialist and/or nurse telehealth and phone consults available.</li></ul></li><li>■ Community – consultative services available throughout the Great Southern (varying access to community nursing service throughout the region – information available on request).</li></ul>
<b>Service profile</b>	<p>Comprehensive medical, nursing, social worker care, spiritual care, and Aboriginal health liaison officer, in collaboration with the local medical practitioner, and based on the unique needs of the patient, their carer, and family when facing a life limiting prognosis including:</p> <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>■ providing equipment (in consultation with allied health)</li><li>■ bereavement support.</li></ul>



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<b>Allied health services</b>	Social worker (specialised) Spiritual practitioner Access to generalist allied health professionals, including: <ul style="list-style-type: none"><li>■ Aboriginal health liaison officer</li><li>■ dietitian</li><li>■ occupational therapist</li><li>■ speech therapist</li><li>■ pharmacist</li><li>■ physiotherapist.</li></ul>
<b>Admission criteria</b>	Progressive life-limiting disease (malignant or non-malignant) with limited prognosis requiring specialist consultation and/or symptom management and support.
<b>Referral process</b>	<ul style="list-style-type: none"><li>■ All referrals require the consent of the patient.</li><li>■ Completion of Specialist Palliative Care Referral form.</li><li>■ Urgent referrals by phone call to regional coordinator and/or clinical nurse lead followed up with completion of Specialist Palliative Care Referral form.</li></ul>
<b>Palliative care discharge criteria</b>	Based on discretion of the palliative care team and in discussion with the GP, primary team, the patient, and their family/carer.
<b>Niche services</b>	Visiting palliative care physician clinics: <ul style="list-style-type: none"><li>■ Albany Health Campus and via telehealth</li></ul> Consultation with: <ul style="list-style-type: none"><li>■ Rural Cancer Services:<ul style="list-style-type: none"><li>■ cancer coordination nurse, McGrath breast cancer nurse, oncology services, Cancer Council volunteer coordinator, Solaris Care (complimentary therapy).</li></ul></li><li>■ ACAT and HACC:<ul style="list-style-type: none"><li>■ Central and Lower Great Southern Health Care services/sites.</li></ul></li><li>■ Albany Community Hospice</li><li>■ Residential care facilities (public and private, across Central and Lower Great Southern Region)</li><li>■ Aboriginal Rural Health Services – Albany/Katanning</li><li>■ Genesis care</li></ul> Access to: <ul style="list-style-type: none"><li>■ inpatient care (one bed) at Katanning, Mount Barker, Denmark, and Gnowangarup hospitals, providing hands on care and access to specialist palliative care team, as required. Phone/video conference available.</li></ul>