## Service summary

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<tr>
<th>Name of service</th>
<th>Metropolitan Palliative Care Consultancy Service (MPaCCS)</th>
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| **Contact details** | Office phone: (08) 9217 1777  
Fax: (08) 9217 1788 |
| **Hours of service** | Monday to Friday 8am – 4pm |
| **After hours** | No after hours service provided  
Contact (for specialist medical advice): WA Combined Palliative Outreach Service – 1300 558 655 |
| **Website address** | [www.bethesda.org.au/MPaCCS](http://www.bethesda.org.au/MPaCCS) |
| **Service type** | Consultation – Facilities (Residential Care, Correctional Services, Disability and Mental Health) |
| **Service profile** | A multi-disciplinary palliative ambulatory consultancy team. Team provides advice based on the unique needs of the patients, carer and family when facing a life-limiting prognosis including:  
- Capacity building – palliative care education for staff of facilities and services.  
- Symptom assessment and management plan  
- Family/Carer (including staff) – psychosocial assessment and support plan  
- Assistance with Advance Care Planning  
- Liaison with GPs and other health care workers to improve capacity  
- Capacity building with facility staff around bereavement support. |
| **Allied Health Services** | Social Workers (Specialised) |
| **Admission criteria** | Progressive, life limiting illness (malignant or non-malignant) requiring specialist palliative care.  
GP supports involvement of team  
Family aware of referral |
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| **Referral process** | Referrals accepted from doctors, nurses or allied health providers (eg social workers if patients are being transferred from hospital to residential aged care facility). Complete referral form available at: [www.bethesda.org.au/MPaCCS](http://www.bethesda.org.au/MPaCCS)  

*MPaCCS is not a ‘rapid response’ service. Patients will generally be seen within 2–3 days of referral.* |
| **Palliative care discharge criteria** | - Patients who no longer require specialist palliative care  
- Health professionals within facility are confident to provide ongoing care  
- Educational needs of facility have been addressed. |
| **Niche services** | Capacity building through individually tailored education and training for staff to suit organisational needs. Training includes:  
- Assistance with Advance Care Planning  
- Syringe driver (subcutaneous infusion) training  
- Staff support via debriefing sessions using real-life scenarios  
- Facilitate policy development. |