

Peninsula Home Hospice NEWS

(PHH) December 2021



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Update from Janet (CEO)



As we near the end of 2021 we hold our heads high in achieving so much and all with the challenge of working through a global pandemic!

Peninsula Home Hospice continues to provide the highest quality of palliative care to our community and our staff are to be commended on their hard work, resilience and compassion.

We have still managed to work on new projects and develop new roles at Peninsula Home Hospice in 2021.

The General Practitioner Special Interest Group Project (GP SIG), commenced early this year. We have a committed group of local GPs and will see it continue to grow in 2022. Dr Akshay Kulkarni, our Medical Consultant, is chair of the GP SIG committee and we thank Akshay for his commitment to supporting our local GP's via this group. GP's are a key part

of every client's care and we work closely with them to ensure care is streamlined and evidence-based.

All these improvements lead to best care for every client, every time.

An important part of the PHH team are our wonderful administration team. They are often the quiet achievers who keep things running smoothly each day. Our Clinical Administration team have worked so hard to support the increase in clinical workloads with a professional and positive attitude.

A big thank you to our volunteers who have stayed the course when home visits have not been possible during lockdown periods. We will be getting back to face to face peer group meetings as Melbourne starts to open up again and also have our fantastic gardening team back on site.

I wish everyone a safe festive season and a Happy New Year.

Janet Phillips

(PCOC) Palliative Care Outcome Collaborative

There are many ways that we know if we are providing good care using measures, including letters of thanks, client surveys, the number of clients on our program and the percentage of clients who died where they wished to.

This shows part of the story, but PCOC is the only routine source that provides the factual proof of our effectiveness.

PCOC is funded by the Australian Government Department of Health and managed by a collaboration of four universities, the lead being the University of Wollongong's Australian Health Services Research Institute. It is a national quality program aimed at improving quality of care and success and PCOC is being adopted by a number of countries around the world. 80% of specialist palliative care services in Australia or 40,000 clients a year participate in this collaborative.

For us it indicates if we are improving client care, it helps show that we do what we say we do, it also focuses on client outcomes and reflects the effective outcome of our care provision for clients.

It is made up of the Assessment Framework and the Quality Framework.

How it works:

- ◇ Assessment tools are used to assess and respond to clients' needs and support for individual plans of care
- ◇ This is then de-identified, sent to PCOC and we receive a report
- ◇ The reports provide feedback on our successes and areas to improve on and how we compare with the rest of the nation
- ◇ From this report we can plan around the areas we need to improve on and also measure if past improvements have been effective
- ◇ The cycle starts again every six months

Does it work?

Significant data has shown how, as a nation, we have developed in our care and how as an organisation we have improved in our care.

There are 20 national benchmarks and outcomes that services are measured against and the average number nationally of services meeting these is five. The aim is to have a benchmark to strive for and as the nation stretches to meet them they are extended, encouraging greater positive outcomes for clients.

In our 2021 report we met seven areas, these included clients being unstable for less than three days, how we manage fatigue, breathing problems, family and carer support, psychological/ spiritual care, and bowel care. There were a number of areas where we have not achieved a benchmark, but this may have been by less than 1.2%, as in the areas of pain support.

This reaffirms to us that we are on the right track with evidence that supports the narrative we hear every day from our clients and the community; it helps us shape how we can improve and provides evidence for us to celebrate our successes.



Find us on
Facebook

Please "like" our Facebook page to show your support



With a Community Benefits Card you can donate to our organisation.

Nursing 7 days a week

In an exciting development and under the innovation of new CEO Janet Phillips, PHH are delighted to announce the increase in nursing hours on weekends and public holidays.

This will ensure that we continue to provide the highest standard of care – for every client, every time.

We have expanded our nursing team with the role of a Liaison Nurse and an increase in Casual Nurses. The Liaison Nurse will provide support to our clinical team out on the road and be a key contact for clients, carers and health professionals. We have added further casual nurses to provide cover for unplanned leave.

Another innovation is the introduction of Message Gate which will allow capability to SMS clients and carers with reminders of appointments with PHH clinical staff.

These improvements have led to outstanding national benchmarking results with the Palliative Care Outcome Collaborative.

Mask fitting for staff

All staff who visit clients have had their face mask specially fitted by an Occupational Hygienist to ensure the mask fits well to reduce the risk of airborne infectious viruses and bacteria such as COVID-19.



Red Hill Op Shop

The Red Hill Op Shop are wonderful supporters of ours and we are their main beneficiaries. So when you donate to them it's another way of supporting us!

33 Mechanics Road, Red Hill
Check for opening hours

Volunteer's Update



While our volunteers haven't been able to provide their usual face to face support for our clients, they have been keeping in contact with them over the phone.

They are very much

looking forward to being able to visit once again. And going by the results of our recent survey, it's not surprising! They are very passionate about and committed to the work that they do.

97.5% of volunteers were either satisfied or very satisfied with their volunteering experience with PHH. The most rewarding reasons for volunteering were: meeting people, offering help, care and support, the opportunity to make a difference, having a connection to PHH and feeling part of the team.

Comments included:

“Meeting so many amazing people and hearing their stories. It's a privilege to be involved with our clients and their families at such an important stage in their lives.”

“Being able to take time from my life & offer support in whatever way is required for the client. On a personal level it is rewarding knowing you have perhaps made a difference to another's struggles.”

We have also recently trained some of our volunteers to be doffing buddies. Doffing buddies guide clinical team members as they take off their PPE (Personal Protective Equipment).

For more information about the volunteer program at Peninsula Home Hospice, please contact the Volunteer Program Leader, Wendy Fox.

Grieving - tips during the festive season

Christmas is often a sad and painful time when people miss loved ones no longer here. This year the global pandemic, however, brings so many more layers of complexity. Our grief encompasses not only those who have died but may include, or be amplified by the loss of social connection throughout the year, of not being able to be with children and grandchildren, the loss of employment, opportunity to travel and other meaningful activities. Many people have been socially isolated and have felt a deep sense of loneliness, struggled to find meaning and purpose.

As we now venture out of lockdown some people are feeling anxious and uncertain, not sure how to navigate their way. There are no rules as we all grieve differently but here are some suggestions that may be helpful:

- ◇ Acknowledge that the holidays will be different and may be difficult. Often the anticipation and build up can feel worse than the day itself.
- ◇ Give yourself permission not to do the things that you are finding too hard or do things differently
- ◇ Find ways to remember your loved one – for example a candle, a special decoration on the tree or loved photo
- ◇ Know it is okay to change plans at the last minute
- ◇ Listen and allow yourself to feel and express what you need to
- ◇ Seek out support – it's good to let someone know if you are struggling
- ◇ Holidays can be tough but also it's okay to enjoy this time and be happy
- ◇ Importantly treat yourself gently and with kindness.

Meet some staff and volunteers at our stall - Main Street Mornington
15 December 2021 9-2pm
Opportunity to purchase a gift in memory

Donations

over \$2 are tax deductible



Peninsula Home Hospice would like to express our sincere gratitude to John Cleary at **Easy Move Slide Sheets**. John has very generously donated slide sheets to us for many years. John not only provides the slide sheets to us free of charge, he also posts them to us free of charge whenever we are running low. Slide sheets are used by families to achieve safe and comfortable handling outcomes for their loved ones.

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Peninsula Home Hospice is supported by the Victorian Government

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