

### Our Mission.....

To provide dignified, compassionate end of life care and to support families and bereaved members of

### Our Vision....

To be a leader in palliative care and bereavement

### Our Values

Our Values guide how we act and treat each other.



Compassion

We anticipate, listen to and empathise with our guests, their families and each other.



Respect

We will provide care in a manner that respects the individual's autonomy and their cultural and religious differences.



Communication

We are committed to open and honest communication with our clients, their families and within the organisation.



Teamwork

We are committed to teamwork. Caring for our guests involves a multidisciplinary team of nursing, medical, allied health and volunteers who are focused on physical,



Professionalism

We will provide care that is compassionate, confidential, competent and accountable.

*Ipswich Hospice acknowledges the Jagera, Yuggera and Ugarapul people, the Traditional Custodians of the land, and pays respect to Elders past, present and emerging.*



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## Message from the CEO and Director of Nursing

On behalf of the team, I would like to extend a very warm welcome to you and your family to Ipswich Hospice Care. We very much look forward to providing the best care possible during your time with us.

We understand that coming to Hospice can be a difficult and emotional time for you and your family. Our aim is to work with you, your family and loved ones to ensure your wishes are known so we can provide you with the best care possible. You and your family will be central to decision-making about your treatment and care. Sometimes, in rapidly changing and urgent situations we may need to act quickly. In such cases, we make sure you (and your decision-makers) are kept informed of what is happening as soon as is practicable.

You and your family will be cared for by a team of health professionals who work with you to make sure you get the best care and support possible. Your medical care is provided by one of our local GPs and the Specialist Palliative Care Physician from Ipswich Hospital. If you would like your own

(home) GP to care for you whilst at Hospice and they are willing to do so, please let us know so we can arrange that to happen.

We also have a dedicated team of volunteers to support you and your family during your stay with us.

We have prepared this booklet to provide you with information about Ipswich Hospice, your care team and what you can expect during your stay with us.

Your feedback is very important and valuable to us as it enables us to continue to deliver the highest quality of care.

If you have any questions about your care, please don't hesitate to ask any member of the team. We are here to care for you.

*Rene Adams*

**CEO**

**Director of Nursing**

## Your Care Team:



### **Blessing Makoni – Nurse Practitioner**

Blessing is an advanced practice nurse with specialist qualifications and experience in palliative care. The Nurse Practitioner and nursing team work closely with your doctors to ensure you get the best care possible.



### **Tiina Jukka – Social Worker**

Tiina provides social work and counselling support to the Guest Wing. Tiina also leads our Grief and Bereavement Service at Ipswich Hospice Care.



### **Dr Ross Cruikshank – Specialist Palliative Care Physician**

Dr Cruikshank supports the team of GPs who care for guests of Ipswich Hospice Care.

Your GP will visit you regularly at Ipswich Hospice. Please ask as many questions as you need to, and let us know if you have any concerns.

The Specialist Palliative Care Physician facilitates a Multidisciplinary Case Conference each week, which includes a review of your care with all members of the care team.

### **Where you will be staying:**

When you arrive at Ipswich Hospice you will be shown to your single room which is located in the main Hospice building. There are seven guest rooms in total and your room will have the following amenities for you to enjoy:

- An electric hospital bed;
- Over bed, adjustable table;
- Nurse-Call system;
- A private bathroom (shower, toilet and basin);
- Bathroom equipment including shower chair;
- Balcony with views across to Limestone Park;
- Air conditioner and Fan;
- Refrigerator;
- Television with access to Netflix;
- Recliner chair;
- In-room phone.

A dedicated family room which includes a kitchenette, television, dining table and access to a large deck area is available for you and your family to enjoy. Tea and coffee making facilities are available in the family room and please make full use of these. There is also milk available for your use in the fridge. Please help yourself to books, board games and toys in the family room.

You and your family and visitors can also explore our fabulous gardens. We have a dedicated team of volunteer gardeners who maintain the gardens for the enjoyment of our guests and their families.

Other services available to you during your stay with us include:

- Laundry service for guests;
- Grief counselling and ongoing bereavement support;
- Access to Allied Health services (this may incur a cost);

If there is anything else that could make your stay more comfortable please let us know.



## Settling in

To help you settle in, we have prepared a list of some key items that you will need.

### Personal Items:

- Casual day wear;
- Night wear/ dressing gown;
- Socks/underwear (if worn);
- Footwear/slippers
- Personal item, such as:
  - Liquid hand wash (pump action);
  - Deodorant;
  - Shampoo/conditioner;
  - Toothbrush/toothpaste (or denture cleaning);
  - Comb/hairbrush;
  - Personal creams/lotions/perfumes/aftershave (if desired);
  - Continence supplies

### Documentation:

- Medicare card
- Private Health Insurance card (if applicable)
- Pension details
- DVA card (if applicable)
- Legal documentation (including Enduring Power of Attorney and Advance Health Directive)
- Statement of Choices (if you have one)
- List of key contacts (family members) and their phone numbers

Please feel free to bring a few sentimental or personal items (such as photographs) for your room. Unfortunately, we are unable to accommodate large pieces of furniture. If you are not sure about an item, please check with the Registered Nurse.

We ask that you do not bring large sums of money or valuables to Ipswich Hospice (Ipswich Hospice Care accepts no responsibility for loss of cash or valuables).

### **Information for your stay:**

The following provides general information for your stay with us.

#### **Access**

Access to the Ipswich Hospice guest wing is via the lower entrance from the car park (accessed via Chermside Road).

After-hours the door may be locked, please ring the doorbell for entry.

The phone number for the guest wing is 07 3812 0063

#### **Accommodation for family and friends**

In special circumstances, family and friends are welcome to stay overnight with you at Ipswich Hospice. Queries should be directed to the Nurse Unit Manager or the Registered Nurse on duty.

#### **Alcohol**

Guests are permitted to consume alcohol at their doctor's discretion. Please consult with your GP.

#### **Clothing**

Guests are asked to bring their own clothing to Ipswich Hospice. We can assist with laundering clothing during your stay with us.

#### **Coffee and Tea**

You and your visitors are welcome to help yourself to tea and coffee which are available in the family room.

### **Costs of Care**

Admission to hospice is like being cared for at home. This means your stay at Ipswich Hospice is partly funded by the Queensland Department of Health (accommodation, meals etc.). The costs that you will incur are for medications, hire of specialist equipment, Allied Health assessments and continence products.

You will be asked to sign the following agreements shortly after admission:

- Consent for Ipswich Hospice to provide your care
- Agreement to have medications supplied and invoiced directly from Ipswich Day & Night Pharmacy
- Agreement to have continence products supplied and invoiced directly from Independence Australia

### **Counselling**

Counselling is available for you and your family for as long as you need it. You will meet our Social Worker within the first few days of admission to Ipswich Hospice.

### **Discharge**

In some situations, you may be transferred to other places of care or discharged home. Upon discharge, you will be provided with information about your stay at Ipswich Hospice Care and any follow up you will need. We will make sure you have medications and a clear medication list before you leave the Hospice. We will also share appropriate information with your other care

providers. Please let the nursing staff know if you have any concerns about your discharge.

### **Donations**

Donations are very welcome and there are many ways you can support Ipswich Hospice Care. You may choose to provide a one-off or regular donation, support a fundraising appeal or give a legacy gift in your Will. Your donation will help us purchase equipment, and develop new initiatives. For more information please go to our website

([www.ipswichhospice.org.au/support-us](http://www.ipswichhospice.org.au/support-us)) or speak to the Director of Nursing.

### **Electrical Appliances**

Your guest room is equipped with a wall mounted television, ceiling fan and a fridge. If you require any other electrical appliances please let us know.

### **Falls Prevention**

We will do all we can to prevent you from falling by:

- Providing you with information about preventing falls
- Keeping your room tidy and reducing clutter
- Regularly assessing your individual risk of falling and discussing the results with you;
- Developing a falls prevention care plan with you;
- Referring you (as needed) to other services such as physiotherapy.

Your guest room is fitted with a range of safety equipment to ensure your safety, this includes;

- Mechanical beds
- Bed rails (with rail protectors available);
- “Stand up” chair alarms which alert staff if guests who are at a high risk of falling have moved from their lounge chair;
- End of bed alarms which alert staff if a guest who is at risk of falling is trying to get out of bed unassisted.

It is very important to follow instructions from nursing staff to prevent falling. For example, if your care plan includes being assisted to the bathroom, please call the nurses (using the call bell) BEFORE attempting to walk to the bathroom.

In the event of a fall, staff will take action to identify what contributed to your fall and reduce the risk of you falling again. You may be assessed by a doctor, and staff will repeat your risk assessment. Any changes to your care plan as a result of a fall will be discussed with you and your family.

### **Health and Safety**

Ipswich Hospice Care is committed to continuous improvement of health and safety in the workplace. We welcome your feedback on any aspect of this.

Please be aware that Ipswich Hospice Care will not tolerate any unpleasant behaviour by guests or their visitors. Whilst we understand the emotion and stress associated with being in Hospice, our team members are here to care for you. There is no excuse for abuse, violence or aggression towards our team. Ipswich Hospice Care reserves the right



to decline entry to any person who is unable to meet the expected standard of behaviour towards our team.

### Internet Access

We offer free WiFi to our guests. Please see staff for details.

### Interpreter Service

Access to the Australian Government Translating and Interpreting Service (TIS National) is provided to guests and their families. Any information of a medical or personal nature that is discussed through an interpreter will be treated with total confidentiality. If you need this service, please let one of our team members know.

### Leave from Hospice

If you would like to take day leave or overnight leave from Hospice, please speak with the Registered Nurse. For your safety and care, all leave must be approved by your GP. **Please note** in order to prevent any incidents related to Manual Handling, Nursing Staff will not be able to assist in getting Guests in and out of vehicles. If this poses an issue a wheelchair taxi may need to be considered.

### Length of stay

Guests who are admitted to Ipswich Hospice have specific palliative care needs which can't be managed at home or in a nursing home. For many guests, these needs will continue through to the

end of life. However, sometimes, a guest's medical condition may stabilise (or plateau) and they no longer have specialist palliative care needs. In this case, we would begin the discussion about referring the guest to a long-term care setting (for example, residential aged care, community aged care etc.).

### Meals

All meals are prepared on-site by the Hospitality Services Team. The main meal of the day is at lunch time. Families are welcome to bring in their food and use the microwave in the family room for reheating. If you wish to bring in some food for a guest, please ensure these are pre-cooked and suitable for reheating. Due to workplace health & safety regulations the main Hospice kitchen is only available for use by Hospice staff & volunteers. Meal times at Ipswich Hospice are:

Breakfast:	7.30am – 9.30am
Lunch:	12.00pm – 1.00pm
Tea:	5.00pm – 6.00pm

### Medications:

Most of your medications are provided through the Ipswich Day and Night Pharmacy. They will bill you directly for your medications.

Some medications are provided through Ipswich Hospital Pharmacy as this may be a much more economical option for you. Your family may be asked to pick up these medications if and when required.



## **Nurse Call System**

There is a nurse call button close to your bed. We can also provide you with a pendant button for when you are out of bed around Hospice. This means the nursing staff are in close contact at all times.

## **Parking**

Free parking is available from the entrance on Chermiside Road. There is additional free parking on Chermiside Road if the car park is full.

## **Pastoral Care**

Your spiritual, emotional and social wellbeing is as important as your physical wellbeing. Please let us know if you would like to speak to a priest, pastor, chaplain etc. Let us know your spiritual and / or religious preferences and we can contact somebody for you. Also, your own pastoral carer is welcome to visit if you prefer.

## **Pets**

We understand how important pets are to our guests. The safety and comfort of all our guests is paramount at all times. We are generally happy to have your pet visit, and this must be arranged prior with the Nurse Unit Manager or Registered Nurse. We ask that your pet be controlled (for example, on a lead) at all times whilst at Hospice and that you clean up after your pet anywhere on the Hospice grounds.

## **Pressure Injury Prevention**

Pressure injuries, also known as bed sores, can occur when your mobility is reduced. Constant pressure on a single area and friction can damage the skin and underlying tissue. We make every attempt to prevent pressure injuries by completing pressure injury risk assessments regularly, developing appropriate care and prevention plans (in discussion with you) and responding quickly to your needs as they change. Pressure injury prevention strategies include:

- Our guest beds are fitted with pressure relieving mattresses with cells that inflate and deflate underneath our guests to decrease pressure;
- Special chair cushions to provide padding and reduce pressure whilst sitting;
- Assistance with position changes at frequent intervals.

Please ask the nursing staff if you have any further questions regarding pressure care or any concerns.

## **Private Health Insurance / DVA**

Ipswich Hospice is a licensed private hospital for palliative care. This means that if you have private health insurance, we will ask for your details so we can claim the overnight bed fee. This does not cover the full costs for Hospice, but it certainly helps. If you have a healthcare card through the Department of Veterans Affairs, we are also able to put a claim in through them.

## Rights and Responsibilities

Ipswich Hospice Care supports the 'Charter of the Rights and Responsibilities of the Person Receiving Care'. The Charter protects and promotes your rights and ensures your personal dignity and autonomy are upheld at all times.

Guests have the right to:

- Be informed about our facility and service
- Quality care
- Receive care in a safe setting
- Know all treatment / care options and participate in decision-making regarding treatment and care (informed consent)
- Be treated with respect and not be discriminated against
- Be communicated with effectively, honestly and courteously
- Personal and information privacy
- Open disclosure should an adverse event occur
- Receive advice on how to make a complaint

It is important for us to make you aware that people requiring palliative care who are approaching end of life are at a significant higher risk of:

- Getting infections due to compromised immunity, malnutrition, lack of energy, immobility and failure of natural barriers.
- Developing venous thromboembolisms, despite

possible 'just in case' treatments, due the reasons listed above, as well as poor blood flow.

- Developing pressure injuries, despite regular pressure care by the nursing team and other prevention strategies (such as pressure relieving mattresses), due to weight loss, malnutrition, loss of blood flow to tissues. Palliative patients have a much higher risk of developing pressure injuries. Your choices and comfort at end of life determine frequency and nature of care provided. We understand you may choose to remain positioned on bony prominent areas or decline the use of a pressure relieving mattresses. These choices may increase the risk of developing pressure injuries.
- Injury from falls, potentially due to your medications and/or reduced mobility.

## Smoking

We provide a safe and healthy environment for all guests, team members, volunteers and visitors. In accordance with Queensland laws, smoking is not permitted at Ipswich Hospice. If you wish to smoke, please leave the property and make sure you are at least five metres away from the boundary. On the spot fines apply for breaches of the tobacco laws.

For more information on Queensland's tobacco laws, call 13 QGOV (13 74 68) or visit [www.qld.gov.au](http://www.qld.gov.au) For information or support to quit smoking, call Quitline 13 QUIT (13 78 48) or talk with your doctor, health professional, general practitioner or pharmacist.

## Suggestions and complaints

We look forward to caring for you, your family and your loved ones. In order to provide individual quality care, we will work with you and your family to plan, deliver and evaluate your care.

If any part of our service is not meeting your expectations, we would really like to hear about it as soon as possible so we can address any emerging issues promptly. To provide feedback, please talk to the Registered Nurse on duty at the time. Alternatively (or if you are not satisfied with the response) please make an appointment to see the Director of Nursing or complete an Ipswich Hospice Care Feedback Form from your 'welcome pack' (and the Director of Nursing will contact you).

Rest assured, your feedback will be taken seriously and resolved as quickly as possible. We have a robust process to follow up with complaints. However, if you are not happy with how we have handled the matter, then you can contact the Office of the Health Ombudsman (OHO) —an independent Statutory Authority.

Visit: [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

Email: [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

Telephone: 133 OHO (133 646)

Write: PO Box 13281, George Street, Brisbane, Qld, 4003

Of course, we would love to hear any positive feedback too. If your expectations have been exceeded in any way, please let us know using the Ipswich Hospice Feedback Form.

To all patients, families, and representatives Ipswich Hospice Care is committed to providing the highest possible care, services, and support to our patients.

Ryan's rule has been developed to provide patients of any age, families, and representatives with a process to escalate concerns about health conditions and get help.

## Ryan's Rule Steps:

### Step 1:

If you have concerns about a health condition or discomfort worsening  
Speak with the Registered Nurse or Doctor

### Step 2:

If you feel your concern has not been satisfactorily addressed, please request a Ryan's Rule Clinical Review via  
The Director of Nursing during office hours via the reception desk or telephonically at 07 3812 0063.  
After hours - The on call Manager via the Phone Number below

Number will be displayed on signs at Nurses desk & sign-in area.

**Please note that this process is only to be utilised for serious concerns about management of clinical deterioration & symptom management. Please utilise our general feedback process for all other concerns.**

## Telephones

You are welcome to bring your mobile phone to Ipswich Hospice. You also have a phone in your room which your family and friends can call you on.

## Televisions

Wall mounted televisions are available in all guest rooms. Netflix is provided free of charge to each television.

## Visiting

Our visiting hours are unrestricted. Depending on how you may be feeling, you may wish to limit the number of visitors and the length of their stay.

Please let us know if you need some assistance with managing visitors. We respectfully ask that visitors comply with the following visitor requirements:

- Guests and visitors are asked to be considerate of other guests (disruptive visitors will be asked to leave).
- On arrival visitors must sign in at the front door.
- Sign out on leaving.

Use the Guest Wing entry only  
(Please ring the bell to the left of the door to gain entry when door is locked).



