

## Palliative Care and MACS (Multicultural Aged Care Services)

Barwon health community palliative care team are fortunate to have a wonderful working relationship with MACS and the palliative care services offered from this organisation.

In addition to our specialist medical and nursing care provided by our own highly experienced team, we are able to further meet the needs of our patients and families by requesting the wonderful support of the MACS palliative care carers.

MACS provides an in home service which can provide a range of support such as meal preparation, running errands and providing some companionship. Hands on personal care and overnight stays( where the carer stays awake to care for the patient) to provide much needed rest and respite to carers can also be of enormous benefit and enable our patients to remain in their own home for longer and for EOLC .

The service provided to our community through MACS is funded through the Hospice Foundation Geelong regardless of age, culture or circumstances and no cost to our families.

## Meet our Community Palliative Care Staff Members



Community Palliative Care Program  
Palliative Care Nurse – Hayley Barclay

Hi! I'm Hayley and I am a Community Palliative Care Nurse. I have been with the Community Palliative Care team for almost two years now.

Prior to this I worked in Gen-Med wards. In later 2018, I returned to work after 12 months maternity leave and found that I was wanting to further my learning and looking for a change. I saw the role of Community Palliative Care nurse which really appealed to me – however I only

had experience with ward based palliative care nursing. I applied and was lucky enough to be successful in gaining an interview. I explained my limited palliative care experience with Jill and Jacqui – however they were prepared to give me a chance and support me in the new working environment. As a whole, the CPC team have been very supportive in helping with my transition from ward-based palliative care experience. The team were – and continue to be – warm, welcoming, and willing to assist with continual learning.

Since commencing work with Community Palliative Care our team has experienced the code yellow computer outage – where we had no access to patient records or our documenting programs. During this time our team had to come up with strategies to ensure documentation was recorded accurately and transmitted to our community nursing colleagues as well as our on call team at caritas. We also lost all our calendars and had to manually go through all our physical patient documents to create new schedules to ensure continuity of care.

Not long after our code yellow was resolved, then COVID struck. Our community palliative care team has had to quickly adapt to new changes - covid-19 phone screening, trialling telehealth, some staff members rotating through working from home and conducting phone reviews for stable patients. Through all of the challenges that CPC has faced recently, our team has proven that we can adapt quickly to change, and to continue to provide compassionate patient-centred care.

As well as being a CPC nurse, I have a partner Colin and I'm a mother to our almost 3 year old daughter Ava – and we are expecting twins in March!!

## Palliative Care Volunteers

COVID-19 created enormous challenges for the Palliative Care volunteer team. As of mid-March all face-to-face volunteering across Barwon Health was suspended. However, the Palliative Care volunteer team proved to be flexible and adaptable and we were able to convert multiple roles into socially distant roles. Using the phone, volunteers continued to provide companionship to isolated patients and bereavement support to grieving families.

Through the Telehealth platform volunteers were able to help patients create legacy documents through the Life Stories and Dignity Therapy programs. And through other creative means patients were able to learn French and take Zoom oil painting classes.

As of December, limited Palliative Care roles have been able to return, including Backyard Blitz, the Bereavement Walking Group, and Have a Go. Volunteers hit the ground running within the first week of each of these programs returning. Work is currently underway to develop COVID-safe plans for the return of additional volunteer roles.

## Peace of Mind Foundation Brain Cancer Support Worker

The Peace of Mind Foundation (POMF) is a not for profit organisation created to give support, courage and community to brain cancer patients, their carers, family and loved ones. With generous sponsorship from Geelong Hospice Foundation, POMF has developed a new role in the Barwon Region, the first of its kind in Australia. The focus of the Community Brain Cancer Support Worker (BCSW) is to support people living with brain cancer living in the Barwon South West region, so that no person with brain cancer has a high level of unmet needs.

The support worker will act as a navigator in drawing attention and priority to the current and future needs of the patient and family, and acting as an interface between the patient, the health system and service providers. The BCSW will provide information to people living with brain cancer to establish an understanding of the disease and its impact; provide direct support to individuals their families and primary carers, including In-home visits for practical assistance and to help reduce social isolation. The BCSW will also make appropriate referrals for agreed services and liaise with service providers in the development of individual care plans and respond to queries or concerns from people living with brain cancer or their service providers.

Peace of Mind Foundation are delighted to have appointed Jonathan Muller to the role which commenced in early January. Peace of Mind Foundation can be contacted via [www.peaceofmindfoundation.org.au](http://www.peaceofmindfoundation.org.au) or on 0411 382 457.



*'Honesty is a path that leads to peace of mind'*

