

The Toowoomba Hospice



Admission & Information Package

*Boundless Love, Dedicated Care
in Partnership with the Community*



Welcome to the Toowoomba Hospice

Toowoomba Hospice acknowledges the Jarrowair and Giabal people as the Traditional Custodians of the land on which Toowoomba Hospice is located, and pays respect to Elders past, present and emerging.

Our mission at the Toowoomba Hospice is to provide safe quality care in partnership with the community for those with a terminal illness. The Toowoomba Hospice provides palliative and respite care based on mutual respect, trust and individual needs to a variety of clients and their loved ones.

This booklet is designed to explain in more detail what the Toowoomba Hospice stands for and hopes to provide for our community. The booklet will explain how we aim to help the community, clients, their families and loved ones during the palliative care phase of life. If, after you have read this booklet, you would like more information, please feel free to contact the staff and volunteers who are always happy to help out and answer any questions you may have.

The Toowoomba Hospice is run by the Toowoomba Hospice Association, we elect a Chairman and Management Committee every year. Its aim is to maintain the Hospice in the way the Founder, Sr. Frances Flint, a Brigidine nun, described as “*a tremendous joy to be able to support families at a most emotionally challenging time of loss and bereavement.*”



CHAIRMAN Mr Graham Barron OAM

Since its inception, the Hospice has provided professional palliative and respite care to residents of Toowoomba and the surrounding districts. During my day-to-day activities, I receive many accolades for the Toowoomba Hospice which I am very proud to accept as a reflection on the efficient procedures that we have in place and the team of professional and dedicated staff and volunteers working at the Hospice. It is heartening to see the continued support from service clubs, community groups, businesses, schools, churches and individuals who assist with raising much needed funds. I wish to thank everyone for their support and friendship over the years and we look forward to many more successful years.



FOUNDER Sister Frances Flint csb OAM

Sister Frances Flint csb OAM was a Brigidine nun who worked as a teacher, lecturer and, in Toowoomba, as a media officer in the Catholic Media Office. In the midst of the nationwide debate about euthanasia, Sr. Frances, who strongly opposed it, became concerned that Toowoomba had no hospice. From 1996 onwards, she worked with the community and the Toowoomba Hospice Association and in July 2003 she proudly watched as the Hospice opened its doors.

A Note for our Director of Nursing: Mrs Eugenie Corbett

On behalf of the team, I would like to extend a very warm welcome to you and your family to the Toowoomba Hospice. We genuinely look forward to meeting you to provide the best possible care during your time with us.

We understand that the decision to come 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 or Palliative care Specialists or physicians. 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 the Toowoomba Hospice, your care team and what you can expect during your stay with us. Your feedback is very important and valuable to us at 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.

Director of Nursing

Eugenie



What is the Toowoomba Hospice?

The Toowoomba Hospice is a purpose-built, accredited private healthcare facility, providing specialist palliative healthcare for individuals and their loved ones who are experiencing a terminal illness. Palliative care means looking after every aspect of the mind, body and soul, in an environment that provides dignity and support.

The Hospice is a six-bed facility where clients can spend quality time in their own room, visited by their loved ones whilst receiving expert medical care. We aim to provide short-to-medium term palliative care dependent on individual needs for any adult (18 years and over).

Whilst the Hospice is an independent hospital our routine is flexible. During a clients stay the Hospice staff do everything in their power to meet the specific needs of all our clients.

The Hospice employees registered nurses, personal care assistance, volunteers and a multidisciplinary team to provide holistic patient centered care for our clients. We also encourage client's General Practitioners (GP) to attend their own patients whenever possible.

Families and visitors are welcome at the Toowoomba Hospice however with the updated Covid-19 restrictions on healthcare facilities the following applies to all visitors:

- * Check in via the QLD check in app is required
- * All visitors must be able to show proof of full vaccination
- * Visitors are limited to two in a clients room at any time, this is to assist with social distancing requirements
- * Additional PPE such as a mask may be required
- * Staff may request to take your temperature upon arrival
- * Visiting hours may also be implemented depending on the current circumstances. Visiting hours are as follows:

10:00am-1:00pm & 3:00pm-5:00pm

Unfortunately failure to provide any of the above may mean you are unable to enter the facility.



Hospice Services:

Clients coming to Toowoomba Hospice must have a life-limiting health condition, be no longer having active medical/curative treatment, and be deemed to be within the last 3 months of life (as diagnosed by the client's medical/nursing practitioner, or specialist).

Alternatively, we offer respite for clients with a life-limiting health condition when a care giver is requiring respite, or the client may need symptom management.

How to Access our Services

Admission can be arranged through:

- * a direct request from the client or a family member,
- * a client's general practitioner or specialist,
- * a client's treating hospital.

The admitting clinical nurse or director of nursing will triage referrals with priority given to community clients and end-of-life clients with multiple or severe health issues.

We encourage potential clients and their families to visit the Hospice prior to admission whenever able.

Your Care Team:

Your general practitioner or nominated general practitioner will visit you regularly while you are a client with us. As well as your GP the Hospice care team also involves:

- * Registered Nurses
- * Clinical Nurse
- * Personal Care Assistances
- * Volunteers
- * A comprehensive management team
- * Pastoral care team (non-denominational)
- * Allied Health can be arranged on a case by case basis



See full list of Services on page 8 for more information.

Where you will be staying:

When you arrive, you will be shown into a single room. There are six individual client rooms and each room has the following amenities:

Fully electric hospital bed

Nurse buzzer system

Air conditioner

Ensuite

WiFi Internet

Tea and Coffee making facilities

Fully automated recliner chair

In-room telephone

Cupboards and bedside table

Television

Small refrigerator

Adjustable table

Lounge chair able to convert to a double bed





What to Bring: To help you settle in, we have prepared a list of some key items that you may need:

Personal items:

- * Deodorant
- * Current Medications
- * Socks / underwear (if worn)
- * Nightwear
- * Toothbrush/toothpaste (or denture cleaner)
- * Personal creams/lotions/perfumes/aftershave (if desired)
- * Shampoo/Conditioner
- * Casual day wear if mobile
- * Comb/hairbrush
- * Footwear / slippers

Please note we do have personal care items available if you are unable to bring your own.

Documentation:

- * Medicare card, Pension details and DVA card (if applicable)
- * Private Health Insurance card (if applicable)
- * Advance Care Planning (ACP) documents, such as Enduring Power of Attorney (EPOA), Advance Health Directive (AHD) and/or Statement of Choice (SOC)
- * A list of key contacts (family members, substitute decision maker/s) 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 items of furniture or electric scooters. If you are not sure about an item, please check with the clinical team prior to admission.

Services available:

The Toowoomba Hospice is dedicated to providing optimal and client directed care during your stay. As such, we have the following services and facilities available:

Laundry: If families are unable to attend to the client's personal laundry, the Hospice will wash personal clothing for the client, provided it is clearly marked.

Meals: All meals are provided for clients. Families and visitors can access tea and coffee facilities in the clients rooms.

Grief counselling: ongoing bereavement support can be arranged by the Pastoral Care team.

Complementary therapies: Offered by trained practitioners, such as Oncology Massage, Aromatherapy, Hair Care and Therapy Dogs can be arranged dependent on availability.

Allied Health: including podiatry needs, can be arranged however may incur additional costs. The RN will provide further information if required.

Reflection Room: This is a purpose built quiet room for clients and their loved ones and is available for reflection or prayer.

BBQ Facility: The Hospice has a beautiful recently built BBQ area available for use by clients and their visitors through negotiation with the RN.

Day Leave: Clients may leave the Hospice during the day after approval has been given by their Medical Practitioner. Arrangements should be made with the nursing staff.

Pets: We welcome your pets at the Hospice however as a courtesy to other clients, they must be controlled within the client's room. Pets can be taken into the garden (on a leash) and staff are available to supply water bowls and plastic bags for waste if necessary.



**Please be aware smoking is not permitted
anywhere on the premises**

Pastoral care

At the Toowoomba Hospice we have a Pastoral Care Team who are qualified and have extensive experience in Pastoral Care in general and Palliative Care in particular.

We acknowledge that your decision to come to Hospice, or to bring your loved one to Hospice for end-of-life care can be a daunting and emotional time. As a family member/friend you may experience guilt especially if you have been caring for your loved one at home. Hospice provides a place where we become the carers and you can hand over your responsibilities to our staff and concentrate on being the family member/friend.

We work with compassion, common sense, empathy, integrity and respect. Our aim is to ensure that our clients and their families and friends feel comfortable and safe. We work as a team with the Nurses who support your medical and nursing needs while Pastoral Carers support your emotional and spiritual needs.

The Pastoral Carer's role is: Spiritually - to explore your agenda. To support and offer resources that support your specific cultural, ecumenical or spiritual beliefs and needs. Emotionally - to listen to your story, to get to know your family/friends. What and who is important to you. What gives you pleasure.

Throughout your time with us our Pastoral Care team provide visits as required. We strive to build trust with our clients

and their families/friends. We provide support and ascertain their care needs up to twelve months. During the year we organise specific functions 'Honoring Our Loved Ones' when families/friends are invited to attend a time of reflection, honoring and support.

It is our privilege to offer our support at this time when you are probably feeling vulnerable.

Pastoral Care Coordinator

Sue Thönell



Our Wonderful Volunteers:

Every day we are supported by volunteers who freely give their time to undertake the many household and support tasks available. There are more than 100 volunteers who give a few hours every week to the non-clinical work in the Hospice, such as cooking, cleaning, administrative duties, visitor welcoming/ screening, floristry, garden care, building maintenance and so much more.

Administrative Volunteer Coordinator,

Mrs Lyn Mason is responsible for training, organising and helping these volunteers in all aspects of their work. This invaluable team provides a loving, caring and supportive environment to clients and their families and encourages a home-like, family atmosphere where all are welcomed during their stay.



The Administrative Staff

The Toowoomba Hospice offers a high standard of care to all our clients. To maintain this standard we need an efficient and hardworking administration team. This team is comprised of the Administration Manager, the Volunteer Coordinator and the Administration Assistants, all working closely with the nursing staff to provide the best possible care for our clients and their families.

Hospice Fees:

At the Hospice we are often asked how much we charge for our service. We are happy to reply that the Hospice is a **free service**. Queensland Health along with private health institutions provide some funding, however the rest of our funding comes from the community.

Clients and their families are asked to cover pharmaceutical costs during their stay. The Hospice has a contract with Scott Street Pharmacy for a 24 hour supply of medication. Use of other pharmacies is not currently available. Please see the RN on duty to complete an account application.

Fundraising and Financial Support:

Being a free service the

Toowoomba hospice is reliant on the generosity of our community. As such, the Administration and Fundraising Manager is also responsible for the very important task of fundraising! Our hard working Manager, Mr Mark Munro is responsible for representing and promoting the Hospice in our community. The majority of additional funding comes from the community via fundraising events, personal donations, company donations and bequests.



Client Rights and Responsibilities

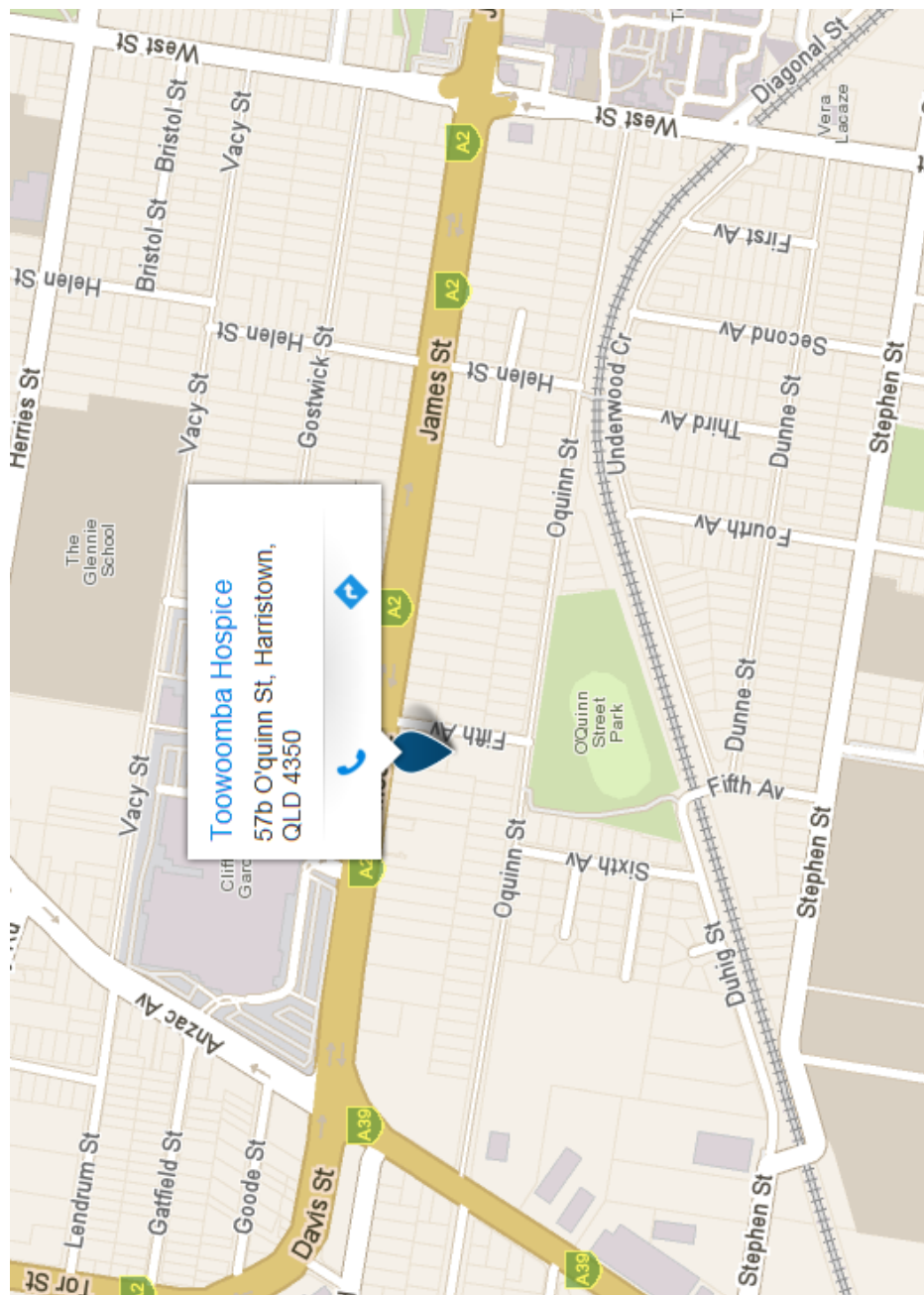
The Toowoomba Hospice respects the rights and responsibilities of our clients. We believe that all clients are entitled:

- *To equal concern and attention, whatever their gender, race, class, culture, religious belief, age, sexuality or life style*
- *To be considered with respect and dignity, and to have their physical, emotional, spiritual and psychological needs taken seriously*
- *To be informed about their illness and to have questions answered honestly and sensitively in terms they can understand*
- *To have access to their medical records, and to share in decisions about their treatment and care in honest and informative discussions with specialists and other health professionals*
- *To be informed fully about treatment options and the benefits, side-effects and risks of any treatment*
- *To select other options, such as refusing treatment, or using complementary therapies, with continued medical support*
- *To receive support and information to help them understand and come to terms with their illness*
- *To express feelings and emotions in their own way*
- *To receive support for their family and friends for as long as needed*
- *To know that their personal details will remain totally confidential*
- *To be accompanied by a relative or friend at any consultation or discussion about their illness or treatment*
- *To make suggestions or complaints about the services to the DON*
- *To know that their privacy, personal feelings and dignity will be respected by all other users, staff and visitors to the Hospice.*

Volunteered Assistant Dying (VAD)

The Toowoomba Hospice does not currently offer VAD. VAD is operating, and is lawful in certain Australian States and Territories. VAD will become legal in Queensland in limited circumstances in early 2023.

Where to find the Toowoomba Hospice





Street address

57b O'Quinn Street, Toowoomba Qld 4350

Postal address (for all correspondence)

P O Box 6463, Clifford Gardens Qld 4350

Telephone: 4659 8500 / **Fax:** 4659 8511

Website: www.toowoombahospice.org.au

Follow us on **Facebook:**

<https://www.facebook.com/ToowoombaHospice>

Client Information and Enquiries:

info@toowoombahospice.org.au