



Satisfaction Survey

You and or your family/carer will be asked to complete a short survey that indicates your level of satisfaction with various aspects of your care and the service provided by Calvary Palliative Home Care.



Hospitality



Healing



Stewardship



Respect

Where to find us



Partnering with Consumers - This patient information brochure supports National Safety and Quality Health Service Standard (2.9) Patient, carers, families and consumers were involved in the development and review on this patient information.



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Palliative Care Home Service

Patient Information



Calvary

North Adelaide Hospital

Continuing the Mission of the Sisters of the Little Company of Mary

Hospitality | Healing | Stewardship | Respect

Introduction

The Calvary Palliative Home Care Service has been developed to provide our patients with additional choices regarding where and how their care is delivered. The Palliative Home Care Service works in close collaboration with Mary Potter Hospice and Calvary North Adelaide Hospital to ensure you get the best care and that we are able to provide that care in the most suitable location based on the desires of you and your family and your care needs.

Primarily, home care visits and care will be provided by Calvary nurses, however, when the need arises visits will also be undertaken by doctors (specialist palliative care physicians), allied health specialists, pastoral care practitioners, and bereavement counsellors.

The nurse will assess your care needs and work with you to develop your plan of care. The visiting nurses will liaise closely with other health practitioners including your GP and your medical specialists. When you are cared for at home you will benefit from the expertise of a multidisciplinary palliative care team to ensure all aspects of your care are well managed.

The Calvary Palliative Home Care Service can provide additional information about care as well as provide information resources about how to manage your care at home. We attempt to anticipate all your care needs but if you have any questions please ask.



Home Care Visits

The majority of your home care visits will be scheduled with you and your family/carer but you have access to specialist palliative care expertise and advice 24 hours a day 7 days a week via a telephone call and unscheduled visits can be provided if your care needs require that.

How to contact the service

If you need to contact the service the telephone number is:

8239 9511

This can be for urgent care issues such as increasing symptoms or an unexpected deterioration in the patient's condition or for non-urgent issues like confirming or rescheduling a home visit. The person taking the call will be able to provide information and advice to help manage the issue as necessary.

Medications

You will have your usual supply of medications and these will be managed by you or your family/carer as usual.

On admission to the Palliative Home Care Service you may also be provided with some additional medications to be used by you or the Home Care Nurse in specific circumstances. The Home Care Nurse will provide additional information and instruction regarding these medications.

Health Insurance

The Calvary Palliative Home Care Service is provided through Calvary North Adelaide Hospital and as such is paid for by your health insurance company. It is important that you and/or your family ensure your health insurance cover remains current so the service can continue.

You will be required to sign a health insurance claim form, just as you would if you were being admitted to a private hospital.

Equipment

The home care team will assist you in accessing the equipment you require to support your care at home.

The hiring of medical equipment is generally not covered by your health insurance and the Palliative Home Care Team can provide information about alternative sources for equipment.

Treatment Orders

The Calvary Palliative Home Care Staff can only deliver care that is prescribed by a registered healthcare practitioner.

If you are undergoing any other complementary therapies or treatments then these must be made known to the Calvary Home Care Team as they may impact or interact with other treatment that needs to be prescribed.