



Palliative Care in the Home





Helping people with a life-limiting illness stay at home

What is Palliative Care?

Palliative care is health care and support for people living with a life-limiting illness, and their families. The aim of palliative care is to help you live as well as you can, by managing pain and other symptoms. It involves providing coordinated nursing, medical and allied health care, along with other support services. Palliative care can be provided for a short time towards the end of life, or for a longer time depending on symptoms and care needs.

Palliative Care in the Home delivers the necessary clinical and non-clinical services to support you at the end of your life, so you and your family can feel more relaxed and comfortable in your own surroundings. It may also give you greater choice in where you wish to die, and more time at home with your loved ones.

Who provides the service?

Palliative Care in the Home is provided by Home Support Services (HSS) who have been delivering healthcare services in the home for over 30 years.

The service supports people with a life-limiting illness to die at home if that is their choice. Palliative care provided by HSS is person-centred, high-quality and evidence-based, accessible, and values the role of carers, friends and family.

As HSS is accredited in line with the National Safety and Quality Health Service (NSQHS) Standards, the same standards that are used for hospitals, you and your family can be reassured of receiving a high level of care and support.

What kind of services are provided?

We understand that it's important for you to stay in your own home, so we will work closely with your regular GP so we can provide you with the appropriate nursing, medical specialist, allied health and personal care that you need, in order to achieve this. We also liaise closely with your family or carer during this time.

Our professional care team includes a palliative care physician, a palliative care nurse co-ordinator, registered nurses, allied health staff (physiotherapy, occupational therapy, social work, psychology), and personal care workers. A 24/7 registered nurse phone support service is also available for you and your family.

Our staff are trained to support you in many ways including pain and symptom management. There is also a strong focus on education and building the confidence of family and other carers, so they can support you and your end of life preferences.

In addition, our palliative care nurse coordinator can provide short-term bereavement support and may refer family and carers to further appropriate bereavement and counselling support, if required.

How can I arrange Palliative Care in the Home?

Your healthcare team, including discharge planners in hospitals, may refer you to our services, or you may contact us directly. However, we do require a referral from a medical practitioner. A dedicated palliative care nurse coordinator will be assigned as your Case Manager, and will conduct an initial home-based assessment to confirm your suitability for the service and identify your care needs.

Eligibility

You may be eligible for care funded by your private health insurer. You will need to be referred by a medical practitioner, and we will need to ensure that your home circumstances are suitable for home-based treatment. If you're eligible for Palliative Care in the Home, we will develop a shared care plan, alongside you and your family. Care will align with your Advanced Care Directive if you have one. If there is no Advanced Care Directive, we can help you develop one. We will also coordinate the ongoing management and care that you require.

What does it cost?

The cost of Palliative Care in the Home may be covered, depending on your health fund and your level of hospital cover. Please contact your health fund to find out if you are eligible for the service. Or call HSS directly; we can check this for you and let you know.

Further information

To find out further information about Palliative Care in the Home, please visit hss.com.au or phone 1800 854 300.



Home Support Services

1800 854 300 | hss@hss.com.au | hss.com.au



HSS is accredited in line with the National Safety and Quality Health Service (NSQHS) Standards by QIP, an approved accrediting agency.