



Community Outreach Service - Overview

Introduction to Model of Service

Existing palliative care service delivery models focus on the provision of clinical care and home based domestic/personal care support for people with a life limiting disease at end of life and their care network. These models recognise and acknowledge the outstanding features that the Hospice/Palliative Care movements have achieved in the clinical specialisms of medicine and nursing within multi-disciplinary teams.

However, these movements also acknowledge that more than clinical skills are required when working with people at end of life. Specifically, the challenges in delivering the social, emotional and spiritual dimensional support at the end of life and bereavement and reducing the comorbidities that come along with dying and bereavement such as social isolation, carer burden, loneliness, depression and health problems have been often overlooked as they are much more difficult to deliver.

A demonstrated effective solution is to adopt the principles of a 'Compassionate Community' public health model. Formal and informal care networks that exist within a community come together in partnerships to address these challenges in recognition that social relationships and a sense of connection and belonging to community are crucial determinates of health and wellbeing. This approach improves the integration of healthcare and social service networks; continuity of care within a community utilising the social prescribing model; and develops the community's capacity to care, thus having a **whole system** impact.

This is the basis of Busselton Hospice Care Incorporated's (BHCI) overarching philosophy and approach for our proposed Community Outreach Program.

Aims of the Community Outreach Service

The BHCI Community Outreach Service aims to support people with a life limiting disease and their care network to 'live well and die well' in their choices to maximize their time and/or death at home. It also aims to assist the bereaved to have a place to turn to for support through their grief so they're better able to adjust to their new life without their loved one.

BHCI's Community Outreach Service has two programs to support dying people and their care network in their own home. The first is a **Home Visiting Volunteer** program, where a team of palliative care volunteers is recruited, trained and managed to provide emotional, social and spiritual support to people choosing to die at home as well as their support network. The second is a **Carer Education** program that provides training in the basic practical skills people will need to care for a dying person at home.

Key Goals

1. To maintain community connections and reduce the incidence and intensity of the comorbidities associated with dying and bereavement, such as social isolation, carer burden, loneliness, depression and other health problems through the provision of social, emotional and spiritual support by local palliative care volunteers.
2. To recruit, train and manage a team of palliative care volunteers to provide emotional, social and spiritual comfort and support in the home of a person living with a life limiting disease, at end of life, as well as their care network.
3. To provide training for carers, family and friends in the practical aspects of caring for a person at end of life to maximize their time and/or enable them to die at home.
4. To link people at end of life, as well as their carer(s) to the complementary and bereavement support services offered by BHCI and other social support services/groups.