## SERVICE SUMMARY

<table>
<thead>
<tr>
<th>Name of Service</th>
<th>Silver Chain Hospice Care Service</th>
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| **Contact Details** | Customer Centre:  
Phone: (08) 9242 0242  
Fax: (08) 9444 7265 |
| **Hours of Service** | 24 hour service |
| **Street Address** | 6 Sundercombe Street, Osborne Park WA 6017 |
| **Website Address** | [www.silverchain.org.au](http://www.silverchain.org.au) |
| **Service Type** |  
- Community (including Residential Aged Care Facilities (RACFs) without 24/7 Registered Nurse cover)  
- Consultation (RACFs with 24/7 Registered Nurse cover)  
- Rural Telephone Nurse Advisory Service |
| **Service Profile** | Community specialised palliative care service for people of all ages. Care is based on the unique needs of the client, carer and family when facing a terminal illness, including:  
- Symptom assessment and management  
- Psychosocial and spiritual care  
- Medication administration including - subcutaneous, IV, intrathecal and via Central Venous Access devices  
- Wound care including specialist wound care consultation  
- Personal care  
- Bereavement support.  
Access to Home Hospital Team for assessment and management of acute problems. |
| **Allied Health Services** |  
- Chaplain (Specialised)  
- Counsellor (Specialised)  
- Social Worker (Specialised) |
| **Admission Criteria** | Client has progressive, terminal illness requiring symptom management  
Client/carer aware of referral and have consented to palliative care at home.  
**Exclusions:**  
- Where it is considered too dangerous to visit the client in their home (staff safety)  
- Clients who do not require medical/nursing input (e.g. counselling only). |
### Name of Service | Silver Chain Hospice Care Service

#### Referral Process
- Referrals by:
  - Medical Practitioner
  - Nurse Practitioner (working within a Palliative Care service)
- Referrals can be received 24/7.
- Ability to respond after hours is based on service capacity at the time of referral.
- Fax referral form (accessible at: www.silverchain.org.au) to Customer Centre.

**Urgent Referrals:**
Fax referral to Customer Centre AND
Phone the Clinical Nurse Consultant Manager (CNCM) for the area via Customer Centre

**Residential Care Facility (RCF) Palliative Nurse Consultancy:**
- Available for RCF with 24hr Registered Nurse on duty
- Referral by RCF Nurse by phone to Customer Centre
- Silver Chain Doctors are not involved in this service

**Rural Telephone Nurse Advisory Service:**
Phone: 1800 420 102 or (08) 9242 0101

#### Discharge Criteria
- Clients who no longer require specialist palliative care i.e. improved disease status
- Client request
- Client not available for regular review or moves out of area for more than 1 month
- Client is admitted to RCF with 24hr Registered Nurse cover or in-patient facility for terminal care
- Situation at home is considered too dangerous to be managed in the community (staff safety)

#### Niche Services
- Volunteers (Specialised)
- Massage (Reiki)
- Biography (life reflections)