

Out of Hospital Care End of Life Packages Information for Local Health Districts



Health

What are End of Life (EoL) Packages?

- End of Life (EoL) packages are **non clinical** packages of case management and home care services delivered through the NSW Health Out of Hospital Care (OHC) Program.
- Packages provide **low to medium** levels of home care services for patients who are in the deteriorating or terminal phase of a life limiting illness or condition.
- Packages are available for **up to six weeks** at a time. Repeat packages may be available to patients who require further support.



Who can refer?

Referrals can be made from NSW public hospitals or LHD community teams including: Specialist Palliative Care, Community Nursing, Chronic Care and Aged Care.

LHDs have identified key referrers or teams that can screen patients for eligibility.

How do I refer?

Once a patient has been identified and screened by staff, LHD referral protocols will need to be followed. This could be:

- A direct referral to the Service Provider using the OHC referral form
- A direct referral via the Service Provider's Intake Portal
- A referral via the LHD centralised intake service

When do I refer?

Referrals should be made as soon as possible once it has been determined the patient is experiencing functional decline and is in the deteriorating or terminal phase of Palliative Care.

This will enable patients, their families and carers to commence services earlier and build trust and rapport with their key workers.

Who is eligible?

A person who:

- is experiencing functional decline and is in the deteriorating or terminal phase of a progressive life limiting illness or condition (this could be 3 months or less before death),
- is of any age**
- requires non-clinical home care services to manage at home for as long as possible,
- has a carer/family members that require non-clinical home care services to support the patient to die or remain at home for as long as possible,

**While the EoL packages are available to people of all ages these do not generally cater for the specific needs of children. Instead the packages are there to support parents in their caring role.

Who is not eligible?

- A person who resides in a residential aged care facility and is requiring home care services to be provided in that facility.

What is provided?

Case Management

Each patient is allocated a Case Manager who will be their main contact throughout the EoL package. The Case Manager will either visit the person in hospital, at home or if urgent speak with the family/carer via the phone to assess their needs.

The following services **may** be provided depending on the client's assessed needs:

Personal Care

Assistance with bathing, oral care, hygiene, dressing and grooming

Domestic Assistance

Cleaning, vacuuming, mopping, laundry and shopping

Meals

Meals delivered to the home or meal preparation

Transport

For medical and other appointments

Social Support

Accompaniment to appointments, shopping, paying bills

In Home Respite

Support for carers

Funding

OHC is a State funded initiative and is managed in conjunction with LHDs by the **NSW Ministry of Health Out of Hospital Care (OHC) Team**.

For further information, please contact your Local Health District Out of Hospital Care Relationship Manager or email MOH-OutOfHospitalCare@health.nsw.gov.au