



Service summary

Name of service	Metropolitan Palliative Care Consultancy Service (MPaCCS)
Contact details	Office phone: (08) 9217 1777 Fax: (08) 9217 1788
Hours of service	Monday to Friday 8am – 4pm
After hours	No after hours service provided Contact (for specialist medical advice): WA Combined Palliative Outreach Service –1300 558 655
Website address	www.bethesda.org.au/MPaCCS
Service type	Consultation – Facilities (Residential Care, Correctional Services, Disability and Mental Health)
Service profile	<p>A multi-disciplinary palliative ambulatory consultancy team. Team provides advice based on the unique needs of the patients, carer and family when facing a life-limiting prognosis including:</p> <ul style="list-style-type: none">■ Capacity building – palliative care education for staff of facilities and services.■ Symptom assessment and management plan■ Family/Carer (including staff) – psychosocial assessment and support plan■ Assistance with Advance Care Planning■ Liaison with GPs and other health care workers to improve capacity■ Capacity building with facility staff around bereavement support.
Allied Health Services	Social Workers (Specialised)
Admission criteria	<p>Progressive, life limiting illness (malignant or non-malignant) requiring specialist palliative care.</p> <p>GP supports involvement of team</p> <p>Family aware of referral</p>



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Referral process	<p>Referrals accepted from doctors, nurses or allied health providers (eg social workers if patients are being transferred from hospital to residential aged care facility).</p> <p>Complete referral form available at: www.bethesda.org.au/MPaCCS</p> <p><i>MPaCCS is not a 'rapid response' service. Patients will generally be seen within 2–3 days of referral.</i></p>
Palliative care discharge criteria	<ul style="list-style-type: none">■ Patients who no longer require specialist palliative care■ Health professionals within facility are confident to provide ongoing care■ Educational needs of facility have been addressed.
Niche services	<p>Capacity building through individually tailored education and training for staff to suit organisational needs. Training includes:</p> <ul style="list-style-type: none">■ Assistance with Advance Care Planning■ Syringe driver (subcutaneous infusion) training■ Staff support via debriefing sessions using real-life scenarios■ Facilitate policy development.