



What is CCSP?

Initially funded by the **Eastern Melbourne Primary Health Network**, the CCSP provides specialised support, education and training to Banksia carers and clients.

The aim of the program is to enable families and carers to feel safe, capable and confident to provide care, so clients are able to remain in their own homes.

This program is run by Banksia's team of Enrolled Nurses, who conduct expert assessments which establish where carers feel they need support, and address these needs accordingly. The nurses, who are all highly skilled and experienced in the provision of care, attend the home and will consider all aspects of current and future needs, and will work closely with the family and carers to gain the best outcomes.

The CCSP is proven to result in:



Carers feeling less anxious about looking after their loved one. They experience increased confidence and less carer stress / burden.



Clients are supported in their home and are more likely to die with dignity, compassion and comfort and at their preferred site of death.



Decreased need for clients to attend hospital for admissions.



Carers have access to multiple supports including respite, which is provided by qualified and experienced nurses when required.



Banksia
Palliative Care Service



Client Carer Support Program (CCSP)

Providing specialist support, training and education to clients, families and carers.

Please contact us with any questions or to arrange an assessment with our CCSP Team.

Contact Details:

472 Lower Heidelberg Road
Heidelberg VIC 3084
Phone 03 9455 0822
Email: reception@banksiapalliative.com.au
www.banksiapalliative.com.au



Banksia
Palliative Care Service



The CCSP Program

The program is delivered in the home and aims to provide families and carers with information, education and training about:

- Safe manual handling
 - Utilisation of equipment such as hospital beds, slide sheets, and recliner chairs etc.
 - Safe transfers, eg assisting with transfers from bed to chair, and safe support of clients when walking if unsteady.
- General and end-of-life hygiene support:
 - Bed based care including bed washes and general hygiene, linen changes, etc.
- Mouth care.
- End of life care - what to expect.
- Pressure care – the importance of movement and gentle massage of pressure points.
- Basic wound assessments and management.
- Respite care.

General & End-of-Life Hygiene Support

- Assistance with regular hygiene support can be provided 1-2 times per week to cover a time specific period (maximum 4 weeks) prior to the commencement of an external service, or to provide carer respite.

Please note, hygiene support can only be provided if there is a hospital bed in the home.

For safety reasons, EN's do not shower clients in the home.



Respite

- Respite can be provided to carers of clients with advanced disease or complex symptom issues.
- EN's can attend respite for pre-arranged and agreed periods of time, for example if a carer has an appointment to attend on a particular date/time.
- In appropriate cases, respite may be provided by a Banksia Volunteer.
- Please note, respite is not provided on an ongoing, regular basis. If long-term respite is needed we will involve our Social Work Team who will assist in accessing the correct service.

Basic Wound Assessments & Management

The CCSP Team can perform assessments of basic wounds and pressure areas.

- Our team will generally monitor wounds for approximately 2-3 weeks.
- Chronic or complex wounds which require ongoing management would require care from GP's and potentially specialist wound-care services.

Please note: Banksia do not provide dressings - these are to be provided by the client.



Frequently Asked Questions

Who can access the CCSP?

All carers of Banksia clients can access the CCSP.

Where are the CCSP services provided?

In the client's home. Our team will come to the home and conduct an assessment to establish the carer's needs.

What are the costs of CCSP?

There is no cost for this program.

This program is funded in partnership by the Eastern Melbourne Primary Health Network and Banksia Palliative Care Service.

How do I access CCSP?

Call our office on 03 9455 0822, or speak with any Banksia staff member during a visit.

Who funds any equipment or dressings for client (bandages etc) required for the client care?

Banksia has a stock of equipment that we provide to our clients at reduced, or no cost – this equipment is in demand, and is allocated according to need and availability. Our nurses will discuss this at assessment.

Banksia does not supply dressings, but will apply dressings to simple wounds. Complex wounds that are being managed by the client's GP or other services may incur costs from those services.

