



Carer Education Webinar Series

Preparing people to care for a dying person at home.

Busseton Hospice Care Inc.

AT
Geographic Bay
CENTRE

Our community supporting end of life care

What we'd planned for 2020

- Community Outreach Service comprising:
 - Carer Education Program – modelled on the *Learn Now: Live Well* program as three x 2-hour, face-to-face session for people taking on the role of caring for a dying person to maximise their time/death at home.
 - Home Visiting Volunteer Program – palliative care volunteers providing in-home emotional and social support for a dying person and their care network.
 - Launch planned for mid 2020.

What happened next

Potential for no hospital beds being available

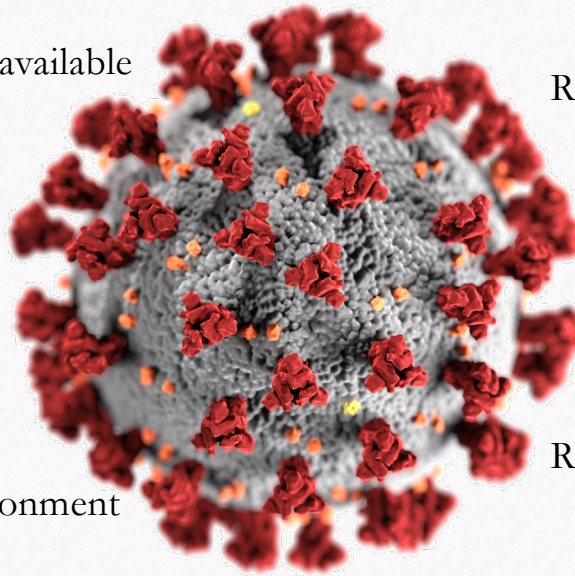
Restricted hospital visiting

Extended separation from loved ones

Fear of dying alone in hospital

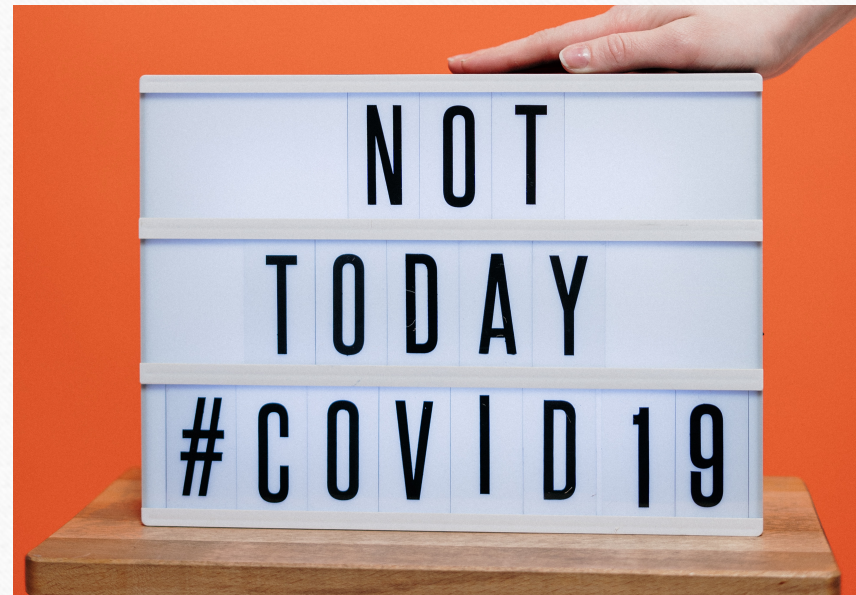
Potential risk to visitors of hospital environment

Renewed motivation to remain at home



What we did about it

- Accelerated the implementation of our planned Carer Ed program, adapting it for webinar delivery.
- Delivered to 15 geographically dispersed participants since March 2020.
- Participants joined from Northam to Albany.
- Implemented a Grief Connect & Companioning Line.
- Both programs are free of charge.



What we learned

- Changed the carer experience from one based in anxiety to one of deep connection. Supported a healthier bereavement process.
- Carers' self-rated confidence rose from **three out of five stars** at the start of the program to a **unanimous five out of five stars** by the end of the series.
- Webinar delivery offered *convenience* as well as both *anonymity* and *comradery* – highly valued features.
- *Practical* nature of information and *useful tools* boosted confidence.

What participants said

- Once again, many thanks for running this very useful series of webinars. I normally work full-time (though this has become more flexible with COVID 19) so setting aside 1 hour per day was so much easier for me than attending a face-to-face course. So my thumbs up to running this in a webinar format. This information is so timely for me as I want to care for my Dad in his final stages of life.
- “I enjoyed the accessibility of this education program via the online platform, which was easy to use. I welcomed the anonymity of the software program as it gave me confidence to ask questions without being recognized by others undertaking the course. Information and strategies presented were relevant and increased my awareness of potential symptoms to watch out for and plans to consider, to enable me to better manage the care associated with my ailing relative.”
- “Both my mum & I wanted to say a huge thank you on your wonderful presentation. Mum found it very empowering & I know that my dad will worry less if he feels she is managing & is not anxious. They have been married 66-years and dad is so concerned that he will become ‘too much’ for mum (for us). After lots of conversations & many laughs & a few tears he now understands how much we would like to do what we can for him & when he tells us, so we move to the next level. We have a family plan, and your part has been a very important part of the journey & we thank you wholeheartedly.”
- “I would encourage everyone who has someone who is very unwell and is caring for them at home to take this course. It’s comforting to know others are in the same position and to have professionals you can speak to. Rosie is an excellent presenter, clear and concise and doesn’t rush. Thank you so much for this course, it was invaluable.”



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