



## Dementia Care

**We provide specialised palliative care for residents living with a life limiting illness, in a caring environment designed to make them feel at home.**

Our Gold Coast palliative care team work hard to provide the best quality of life possible for both our resident and their loved ones, as they go through this difficult time.

Our goal is to make our residents feel as comfortable and stress free as possible. We coordinate with visiting general practitioners and other medical specialists, as needed, to help prevent or relieve the suffering of our residents. Important in this process is the early identification and then treatment of physical, emotional or social symptoms.

Another important part of palliative care is to provide peace of mind to the family, friends and carers of our residents. We not only provide support to these loved ones but we also listen to and respect their wishes. The Hillview team work with residents and their families to answer any questions they may have as they go through this journey.

### **A personal approach to palliative care**

No two people are the same, which is why HillView cares for residents with life threatening illness based on their individual needs.

We ensure our residents have choices about how they are cared for and supported, just like they would have if they were living in their own home. We also do everything possible to protect the dignity and independence of our residents. Medication is given in the privacy of their own room and our team support them to remain as active and involved in our community as they choose.

### **Advanced care plans**

We recommend residents receiving palliative care work with our team to develop an Advanced Care Plan or Statement of Choice, so family, doctors and staff are aware of the resident's wishes and can make appropriate health care decisions.

### **Our residents stay in our care home**

Our extra service communities at Merrimac and Ashmore cater for all aged care needs, including dementia care and palliative care. This range of expertise combined with our 24 hour on-site nursing care enables HillView to continue to care for your loved one, even as their health declines. We run a state of the art emergency call system and a unique general practitioner support system that ensures continuity of care. HillView also has a quality team of visiting GPs and allied health professionals available to our residents as needed.

### **Delivering excellence in palliative care**

HillView is privately owned by a medical specialist who understands first-hand how to deliver excellence in terminal illness care and respond to changing needs. This flexibility allows HillView to run a highly effective staffing mix, which delivers excellent service to our residents, their families and medical teams.

Hillview's team of care providers are carefully selected, highly qualified and regularly trained. Everyone in our team is genuinely passionate about caring for others. They form strong bonds with residents and take a respectful and personalised approach to their work, focusing on what's best for each individual.

**We Care about Your Care**