



The Mooring

Caring for families of patients in Intensive Care

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Team Leaders Reflection...

The Mooring is now into its second year of working with families that have a loved one in Intensive Care. It has been described the ICU experience is like a rug has been pulled from under your feet. What a privilege it is for our Mooring team to be able to come along side and offer support to the ICU social workers. Especially being able to provide families with basic human needs like food, shelter and if requested someone other than family and medical staff to talk to. People under such emotional stress generally have their capacity limited to the immediate needs of the one hospitalised - in some cases we have been aware of people who have not enjoyed a meal or hot shower for days. This is when the Mooring steps in, making sure everyday essentials are available and received with much gratefulness, from the families and social workers. Our carers endeavour to respond quickly to the immediate needs. We've had it described by a NICU social worker that when a little one is born prematurely, to have the family's needs of accommodation and food taken care of can have a flow-on effect - the baby appears to detect that the mother isn't as stressed and her milk is then more easily produced. We find this amazing that the simple help we offer can make a contribution and have such a positive effect. Our team has now assisted over one hundred and forty families in varying ways - for example, a family from Naru arrived needing warm clothes and they were so grateful when the carer took them shopping. In another case a father had only ten minutes to pack before catching a plane from Melbourne - when we met him the carer helped with providing the basic essentials that he needed so he could focus on his very ill family member.

Hetty Laning



**Thank you Craig
for mowing the unit lawns**

The Mooring Unit



some feedback from families.....



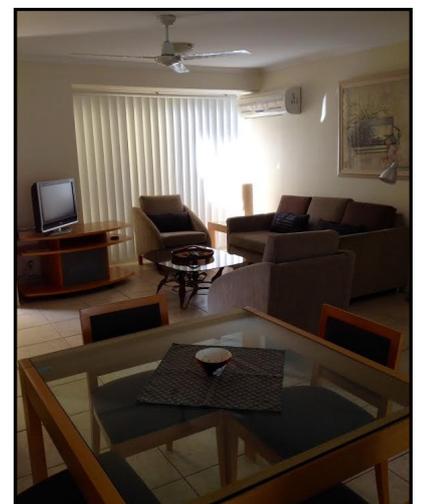
The Mooring has been described as a "Haven"

*"A Home away from home, when it was so needed.
We will be forever grateful".*



*"A beautiful unit on such short notice! It was so wonderful to lay our
heads in your beds after a tiring time in hospital, it was much appreciated"*

"A big high five for such a wonderful and caring staff".



Exciting

new

development....



We are excited at the developing relationship with the Hospital Foundation. Joe Hanlon (The Hospital Foundation) and Bruce Murray (The Mooring) have been working hard at building a streamlined approach for any family with a loved one in an Intensive Care Unit at the Gold Coast University Hospital. Recently a meeting was held with ICU Social Workers, The Mooring and The Hospital Foundation and the proposed plans were received with enthusiasm. Having had The Mooring working closely together with the social workers over the past two years, this additional working arrangement with the Foundation is something that together will continue to provide quality assistance to families of loved ones in ICU's. We look forward to seeing this working agreement unfold!

A Carer from day one.....

What a different and exciting place to be. I never thought that I would be involved in an organisation that cares for families of ICU patients. Looking back I now realise that I have three nieces in nursing and one of those is an ICU nurse. It is astounding how life works out sometimes.

From the very first I have been amazed at the people who have come on board. It seems there is a greater hand here that has picked these people for a specific purpose. Apart from their dedication to The Mooring, they have an incredible love and concern for people. People at their most vulnerable need such as these.

To be part of The Mooring and these people's lives is a privilege and honour as to is the trust that is placed in us to meet the needs of the families entrusted to us.

Relatives I have met include:

- A man whose wife had a head trauma – Bruce and I were invited to her funeral and were able to meet the extended family.
- A family from New Guinea whose son was in a car accident. He, his wife and extended family were with us for quite a while. The son is now back home and improving.
- A man, who could not speak English, was on his honeymoon when his wife became seriously ill. At one point when I was talking with him, he became so overcome and thankful with what The Mooring were doing that he fell to his knees in tears.

To have been part of this is an amazing, humbling experience and is life changing.

Sometimes what we do may appear small but we are constantly encouraged by the responses we receive and comments such as "this is Christianity in action".

Written by Barry - Mooring Carer



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