THE MOORING
Caring for families of patients in intensive care

Information About The Mooring for Social Workers

What is The Mooring?

The Mooring is an organisation that provides a safe harbour for people during a sudden storm in their lives. We offer immediate response for families of patients in intensive care, with specific attention for those who have travelled from regional areas to the GCUH. We care for families from ICU, NICU, CCU and other wards, depending on the case.

What does The Mooring do?

Our carers provide practical support depending on families needs with such things as:

- **Accommodation:** The Mooring rents 6 permanent units. We are able to claim IPTAAS and PTSS for eligible patients. We also offer motel subsidies in applicable circumstances.
- **Emotional support:** Each family is allocated a Family Support Volunteer (carer), someone to talk to, especially if the family member is alone without other family support.
- **Care packs:** includes items which can be useful at the hospital such as drink bottles, snacks, notepads etc.
- **Toiletries:** to help over the first days.
- **Home Cooked Meals:** prepared in advance and frozen, thanks to our generous and willing cooks.
- **Vouchers:** grocery, petrol, taxi/Uber and hospital parking.
- **Transport:** supports with initial transport to accommodation
- **Information:** about local areas e.g. shops, supermarkets, medical centres.

How do we operate?

1. Each case begins with a referral from the Social Worker, who tells the family about The Mooring services and obtains permission for the referral. The Social Worker then phones The Mooring to discuss the families needs, and emails the referral form. At this point it is important that any risks (eg DFV, custody arrangements, drug or alcohol abuse etc) are disclosed so we can ensure the appropriate arrangements are made to support both the family and The Mooring staff and volunteers.

2. The designated carer is made aware of the case, makes introductory phone call to the family and clarifies what is needed. They make arrangements for the initial meeting.

3. The carer meets the family, either at the hospital if transport is needed, or at the accommodation. They get to know the family and provide them with required resources.

4. The carer checks in with the family every few days to see how they are going and if they require any further support. This is where emotional support is offered and friendships are built.

5. Family support continues until the patient is discharged from hospital. Although this is the families' official end of the journey with The Mooring, we have seen friendships developed over the years that are still lasting today.

Who is the Team?

Members of The Mooring are a team of volunteers from Southport Church of Christ. The Mooring Team leader oversees accommodation, provisions, carers and cooks. The team is committed to working together to optimise outcomes for patients and their families.

The Family Support Volunteer's role is to meet the physical and emotional needs of the family outside the boundary of the hospital. We listen, provide compassion and encouragement to the family but we respect the privacy of the patient. As carers, we are sensitive to clients' responses, being mindful that they are in very stressful and emotional situations. Some clients appreciate receiving immediate and ongoing assistance whereas others need their own time and space.

Why do we do this?

Our aim is to minimise the external pressures that cause stress during this traumatic time and help families' unexpected stay to be as comfortable as possible under the circumstances. We are part of Southport Church of Christ and are neighbours to the GCUH. We want to love our neighbours and extend the care that we ourselves have received from Jesus in our times of need.