



Home Instead Mid North Coast

Why Talking Matters

ELDAC's Coffee Cart Competition



Calvary St Francis Residential Aged Care

Part of care

Over a million people use aged care services each year and this number is increasing. As care needs increase many older people will make use of residential aged care services. Most older people leave permanent residential care because they die while most people leave home care because they enter residential care. Even so, many older people live in the community until they die and continue to receive care until the end of life in their home.

More than providing palliative care resources to help aged care workers and services, we also need to acknowledge and respect that people working in aged care are caring for people who will come to the end of their life.

The care that aged care workers and services provide matters to the older people, their families, and our community.



My Care Matters Campaign

In 2022, ELDAC introduced the My Care Matters Campaign. Running over 15 months, the campaign invited people working in aged care to explore death as a natural part of life. It showed the positive impact that aged workers are creating by talking about end of life and caring for older people in their homes and in residential aged care.

We know talking about death and dying is not easy and sometimes it is easier not to talk about it.



But recognising that death is a part of life can make it easier to support clients and residents who may have questions or are ready to talk about what will happen to them. It can also help aged care staff by recognising that caring for people involves emotions and caring for someone who dies can be sad as well as rewarding.

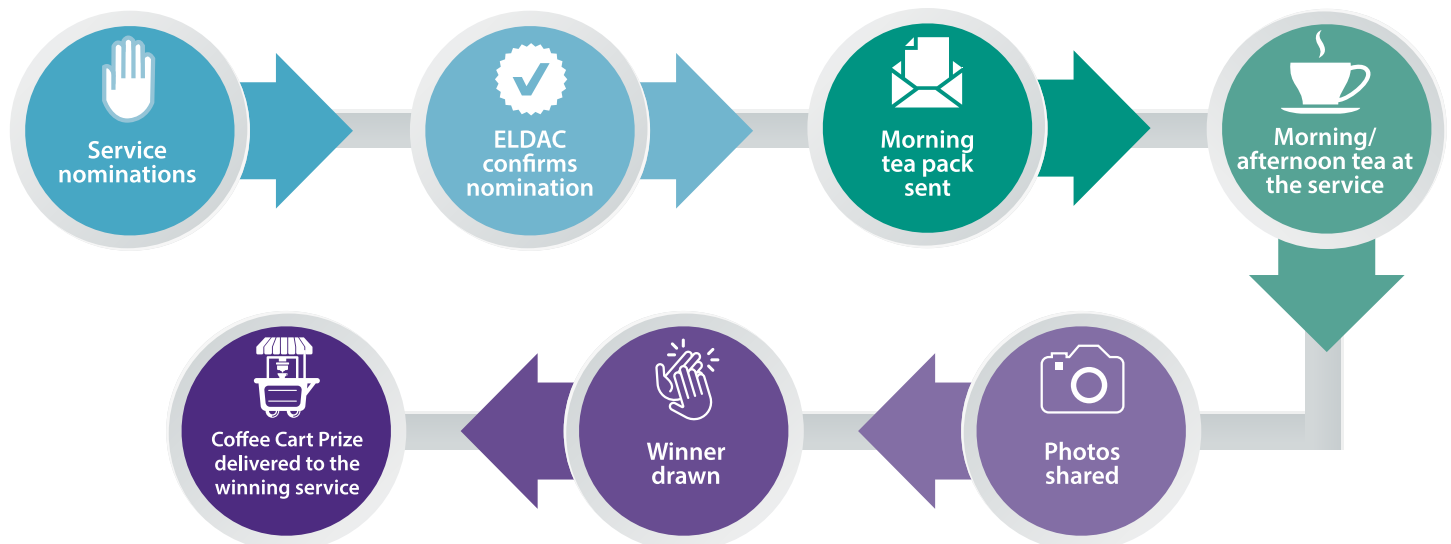
While we don't talk about it very much, end of life is part of life and caring for older people as they come to the end of their life is part of aged care.



And the Coffee Cart Competition

We do know that coffee matters. So, when it's time to talk, tea, coffee and a biscuit can make it easier. The Coffee Cart Competition was an opportunity for services to get together to talk about end of life as part of aged care.

And for one lucky service, we provided a real coffee cart to visit and make lattes, chai teas and hot chocolates as a reward for the team.





Take a break, start a conversation and you have a chance to win a coffee cart visit to your service!

The Coffee Cart Competition required services to sign up to hold a morning or afternoon tea with their staff during October.

To help the conversation, they received a morning tea pack that included some conversation starter resources, a photo prop, some tea, coffee, and (of course) hot chocolate supplies.

Services sent a picture of their morning or afternoon tea to ELDAC as an entry into the Coffee Cart Competition. If the service had a MyCareMatters champion who was involved in the morning tea, they received a second entry.

We thought only 20 services might get involved but over 100 applied and 49 sent through photos to enter the draw!

And the winner is...

Charla Lodge Aged Care in Bordertown, SA.
(pictured below)



Participating Services

The following services held a morning or afternoon tea:

Residential Aged Care services

ACH Group - Highercombe
 Alinea - Ritcher Lodge
 AnglicareSA - Elizabeth Dutton Court
 Anglicare - Warrina
 Beauaraba Living
 Bene Aged Care - Italian Village
 Burpengary Manor Aged Care
 Bushland Health Group - Alkira Lodge
 Calvary St Francis Residential Aged Care
 Charla Lodge Aged Care
 Cooinda House
 Dunmunkle Lodge
 Eden Park by Luson
 Estia Health - Knoxfield Aged Care
 Geegeelup Village
 Hall & Prior - Clarence Estate
 Hall & Prior - Karingal Green
 Hall & Prior - Belmont Rivervale
 Hammond Care - Darlinghurst
 IBIS Care - Miranda
 Kara House Nursing Home
 Kooweerup Regional Health Service
 Kurrajong Nursing Home
 Life Care - Norman House Everard Park
 Meath Care - Kingsley Retirement Village
 Merton Living - Merton Court
 Murray Vale Shalem Hostel - Lavington
 Nanyima Aged Care
 Naroo Frail Aged Hostel - Warialda
 Nazareth House - Tamworth
 North Eastern Community Hospital Aged Care
 Paradise Lakes Care Centre
 Pennwood Village Aged Care
 St Joseph's Nursing Home - Lismore
 St Anna's Residential & Home Care
 Sundale Palmwoods
 Tandara Lodge Community Care
 Zion Lutheran Home - Nundah

Home Care Services

Accept Care
 Annecto Mawson
 At Your Service Home Care
 Community Home Care Bunbury
 Home Instead Coffs Harbour
 Home Instead Melbourne Outer North East
 Home Instead Mid North Coast
 Newcastle & District Nursing Service
 The District Nurses
 UNITED Spanish Latin American Welfare Centre
 Wowan/Dululu Muti - Purpose Centre

Highlights of the Coffee Cart Competition experience



Participating services appreciated the resources and incentive ELDAC provided them to start conversations around end of life, death and dying.

Thank you for providing the resources and the incentive to make it a priority to start these conversations.

ACH Group - Highercombe,
residential service, metro SA



The morning tea led to initiation of end of life care conversations and activities with residents.

We involved some residents in our morning tea. They were able to communicate their wishes and be part of the conversations on death and dying.

Kurrajong Nursing Home,
residential service, regional NSW



The morning tea offered a safe space for staff to open up about death and dying.

The Coffee Cart Competition gave us a chance to sit down and talk about a subject that is not something people like talking about.

Home Instead Mid North Coast,
home care service, rural NSW



The morning tea encouraged staff for further education on palliative and end of life care.

After the Coffee Cart Competition afternoon tea, my staff put their hands up for ELDAC education program. They said, "I want to come for the education."

Sundale Palmwoods,
residential care, metro QLD



Zion Lutheran Home Nundah, residential care, metro QLD



Thank you so much for your great initiative, it has generated a lot of ideas to put in place to support our Residents during this stage of their life, which we had not contemplated.

Zion Lutheran Home Nundah, residential care, metro QLD

It was a great opportunity to start end of life conversations. Our residents were open to continue discussions over morning tea, and it prompted some to get their advanced care directives and funeral arrangements in order.

ACH group - Highercombe, residential service, metro SA

Voices from the floor



We had an afternoon tea to chat about death as a natural part of life. Thank you ELDAC for the afternoon tea supplies and conversation materials.

Community Home Care Bunbury, home care service, regional WA

Our staff were able to engage on what it means to think about end of life care and consider the complexities of what that might entail, including the cultural elements around it.

UNITED Spanish Latin American Welfare Centre, home care service, metro VIC



UNITED Spanish Latin American Welfare Centre, home care service, metro VIC

Six key insights

Death is a natural part of life, yet conversations about death and dying are not always easy, even for those who work in settings such as aged care where death and dying is faced closely, and often.

Here is how the Coffee Cart Competition helped aged care services think of end of life and palliative care as a core part of their business

Opening the dialogue



The Coffee Cart Competition helped aged care services chat with their staff in a light and interactive manner, to do so in a safe environment, and to feel ok if this was the first time they were having these conversations.

Knowledge exchange and upskilling



The morning tea provided staff an opportunity to share their experiences and knowledge on end of life caring and it prompted many to seek additional training or education on the topic.

Identifying and addressing gaps in care



Some of the participants utilised the morning tea as an opportunity to engage with their residents. This engagement led to identification of missed care opportunities and development of subsequent plans to address these gaps.



Pennwood Village Aged Care



Hall & Prior - Clarence Estate



Increased awareness and utilisation of ELDAC resources

For some services, engaging with ELDAC via the Coffee Cart Competition translated into opportunities to introduce/expose ELDAC resources and the website to their staff.



Supporting the Linkages program

Some participating services were part of ELDAC's Linkages program. The Coffee Cart Competition was a chance to reinforce learning relationships and involvement in care.



Sustainable improvement at a service level

The Coffee Cart Competition participation led to introduction of organisational level processes to improve their palliative and end of life care practice in some services.



IBIS Care Miranda



Naroo Frail Aged Hostel Warialda



Eden Park by Luson



About this document

This booklet showcases the ELDAC Coffee Cart Competition activity, which is an initiative of the ELDAC project, a national palliative care initiative funded by the Australian Government Department of Health and Aged Care.

ELDAC (or End of Life Direction for Aged Care) provides information, guidance, and resources to health professionals and aged care workers to support palliative care and advance care planning to improve the care of older Australians.

Acknowledgements

ELDAC acknowledges the Traditional Custodians of the many ancestral lands and waters throughout Australia. We recognise the knowledge, strength, and resilience of Aboriginal and Torres Strait Islander Peoples, and their continuing spiritual and cultural connections to land, water and community. ELDAC pays respect to Elders past, present, and emerging.

Disclaimer

This booklet was produced by the ELDAC project team at Flinders University. While every attempt has been made to ensure the accuracy of the information at the time of printing, ELDAC disclaims any and all liability for any errors in or omissions from the information in this publication.

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