



RFBI Holt Masonic Village



Residential Aged care



Holt
Australian Capital Territory

Goal

To build confidence and knowledge of palliative and end of life care

Highlights

- Staff have more confidence when talking to families
- Staff have more confidence to complete advance care directives
- Aged care and palliative care education sessions with other services have been beneficial and enjoyed by the staff

RFBI Holt Masonic Village is a not-for-profit Aged Care village surrounded by beautiful gardens and close to a local shopping centre in the north of Canberra. The staff at the village are committed to providing the best quality care to all the residents.

Through partnership with the ELDAC Linkages program and guidance from the wonderful ELDAC Linkages facilitator, RFBI Holt Masonic Village had an opportunity to develop a stronger structure and framework around palliative care.

Prior to participation in the ELDAC Linkages program, RFBI Holt Masonic Village recognised that their care staff and registered nurses could benefit from an opportunity to improve their skills around palliative and end of life care.

As part of the ELDAC Linkages program, staff were able to participate in workshops and intensive onsite training that provided a wonderful education in caring for residents at the most vulnerable time of their lives.

Through their participation in the ELDAC Linkages program, RFBI Holt Masonic Village has built a stronger relationship with the local community palliative care team, with whom they now have regular monthly meetings to address the needs of deteriorating residents.

Staff members have developed confidence in assisting residents and their families with advanced

care directives and end of life care planning, enabling them to provide more tailored and compassionate support. Moreover, staff have learned to discern between different levels of deterioration, resulting in improved care outcomes for residents.

In collaboration with the ELDAC Linkages program, RFBH Holt Masonic Village has developed a range of palliative care resources, guidelines, and toolkits to aid both staff and families in navigating this challenging time.

Key outcomes

- Increased staff confidence and knowledge
- Improved connection to palliative care team
- Improved recognition of deteriorating residents



"The invaluable support provided by the dedicated ELDAC Linkages facilitator has been instrumental in boosting staff confidence and building knowledge in providing the care at this most important time in a person's life."