

# Australian Nursing Home Foundation (ANHF)



Residential Aged Care



New South Wales:

Bernard Chan Nursing Home,  
Burwood

Chow Cho Poon Nursing Home,  
Earlwood

Lucy Chieng Aged Care Centre,  
Hurstville

## Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Formalised Agreements and Plans



Designated Linkage Workers



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Established in 1980, the Australian Nursing Home Foundation (ANHF) is one of the largest providers of culturally and linguistically diverse aged care in Australia. ANHF's residents are predominately of Chinese, south-east Asian and Vietnamese backgrounds.

ANHF's vision was to create a vibrant environment and inclusive culturally appropriate care for our residents, so that they did not feel segregated by society due to language barriers, or their ability to communicate their needs.

Prior to commencing the ELDAC Working Together program the ANHF facilities found it culturally challenging to discuss the "taboo" topics of end-of-life documentation and death and dying with residents and their families. This cultural challenge often resulted in a residents end-of-life care being administered in a hospital when families did not understand what kind of care and support they could obtain if they decide for the residents to remain in the facility during end-of-life stage.

Through engaging with the ELDAC Working Together program the ANHF facilities took the opportunity to upskill staff and implement practical communication strategies to support the palliative care journey of their residents.

*"Basic communication practices such as a targeted notice board helped us by raising the awareness of staff and our families with regular changes of information to educate and provide greater understanding about the underlying principles of palliative care and advance care planning."*



With the support of the dedicated ELDAC facilitator, significant improvements were also made by developing policies and procedures including palliative care and managing deterioration and developing Palliative Care Pathways providing holistic and practical guidance.

*“The ANHF facilities also developed guidelines for care and the selection of appropriate resources that are supported by introducing palliative care committees.”*

## Benefits

- New system approach to advance care planning.
- Implementation of new guidance resource for care management.
- Established new Palliative Care Champion role.
- Improved processes and pathways to manage complex problems.
- Enhanced relationships with specialist palliative care services.
- Positive approaches to cultural barriers.
- Introduced palliative care committees.
- Improved clinical tools and pathways.



## Introduced Palliative Care Champion and the Palliative Care Teams

Before we had palliative care teams at each site, we knew that death or dying was hidden from view and only rarely discussed in our culture due to beliefs it would bring grief, sadness and fear to people. This is despite the fact that our staff have been providing the care to residents who required palliative care at the facility. Staff indicated that they found it hard to bring up the topic, and were unsure about the different terminology they heard about palliative care, for example advance care directive, advance care plan and end-of-life care.

Through participation in the ELDAC Working Together program, we have gained the resources and support to develop a consistent approach in our palliative care system. With the grant from the ELDAC Working Together program, we appointed a Palliative Care Co-ordinator providing leadership at organisational level which drives the growth and development in each facility's knowledge and skills in the delivering of palliative care.

The forming of a Palliative Care team at each site has helped us to keep a focus on palliative care where before we did not. We introduced the palliative care champion role and developed a role description. The champion has brought great awareness of palliative care to the facility team.

The palliative care teams have an important role in each facility, and they are recognised amongst our team as a specialty area to support others including family members and to grow the passion, interest and knowledge. The team meet regularly, develop continuous improvement plans and evaluate action.

Grace Liu was a newly graduated Registered Nurse with less than one-year aged care experience when she was nominated and supported by her Facility Manager to take up the Palliative Care Champion role. We witnessed her growth in confidence, knowledge and skills in palliative care this year as she is now the facility's "go-to" person for advice and information.

**Jenny Chua, General Manager, ANHF Residential Aged Care**