



BaptistCare George Forbes House



Residential Aged Care



Queanbeyan,
New South Wales

Linkage Strategies Used:

Role Clarification



Multidisciplinary Team Structures and Processes



Knowledge Exchange and Upskilling



George Forbes House offers sweeping views over the countryside, with the surrounding bushland providing the serenity of nature for residents. Life at George Forbes House revolves around the residents who enjoy the convenience of an onsite hairdresser, library, podiatrist, physiotherapist, and regular community outings. Supported by a qualified and experienced care team (Residential Manager, Care Team Manager, Registered Nurses, Allied Health, Care Supervisors and Care Workers), George Forbes House provides aging with respect and quality of care.

Established in a semi-rural environment, George Forbes House faced multiple challenges linked to physical location and demographics. At this home a number of the Registered Nurses are from multicultural backgrounds and many are early practitioners or new graduates keen to develop skills and knowledge in aged care and end-of-life care. Through the ELDAC Working Together program, improving access to current palliative care frameworks and best practice resources were identified. Opportunities were taken to develop a relationship with the local community specialist palliative care team towards furthering in-reach capacity with the facility to review, assess and consult on all current residents requiring palliative care and end-of-life care planning. In addition, the medical practitioner service was keen to develop an improved communication strategy.

Through the guidance of the ELDAC facilitator, an education program was formulated to include basic BaptistCare palliative care framework, skills and knowledge in end-of-life medication delivery.

"Our facilitator worked with us to identify education and training programs to enhance the capacity of the Registered Nurses and care workers in delivering palliative care."

Benefits

- Increased Registered Nurses' capacity.
- Skills and knowledge development.
- Enhanced internal and external networks.



Management of end-of-life symptoms while supporting spiritual needs

Through the ELDAC Working Together program the whole team developed an appreciation of the palliative approach within the home and a confidence in supporting palliative care delivery. By engaging in regular meetings with the local community specialist palliative care team, the leadership team were able to enhance and develop the in-reach support and more broadly review deteriorating cases.

An intensive education workshop onsite in an enhanced learning environment enabled 17 key Registered Nurses and allied staff to increase their skills, knowledge and capacity around death and dying within a palliative approach, including competencies in utilising syringe driver technology. The team were supported in applying

the palliative approach in a culturally appropriate manner across various settings including the dementia specific unit. Access and communication with medical practitioners and the specialist palliative care team was enhanced through regular meetings and shared actions.

The onsite training program enabled six key Registered Nurses to develop increased awareness of the benefits of timely and appropriate recognition of deterioration using ELDAC resources and supporting access to a palliative approach including implementing the Residential Aged Care – end-of-life care pathway, applying pain assessments and understanding end-of-life medications. Key learnings include improved management of end-of-life symptoms relative to each individual's life limiting-illness, based on advance care planning preferences, while supporting spiritual needs.

Residential Manager