



BaptistCare Orana Centre for Aged Care



Residential Aged Care



Point Clare,
New South Wales

Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Located opposite the beautiful Brisbane Waters in Point Clare, the BaptistCare Orana Centre has comfortable living at its heart. The home is dotted with private sitting rooms, barbeque areas, landscaped gardens and numerous courtyards for residents, their families and friends to enjoy. This centre is supported by a qualified and experienced care team enabling the delivery of complex health care.

Across several levels and 128 beds, Orana Centre offers care services including palliative care, dementia care and respite care. Orana boasts refurbished shared gardens and a vibrant coffee shop supported by a caring community which puts the residents' well-being and individual care first.

As the Central Coast has limited access to in-house palliative care, Orana Centre has a unique reputation in the community for quality end-of-life care provision. BaptistCare developed and tested an electronic documentation checklist to support efficient palliative care for palliating residents from date of admission (admission for Comfort Care). Prior to commencing in the ELDAC Working Together program, opportunities were identified to enhance communication and referral pathways with the area specialist palliative care team and improve emergency department discharge information sharing with the home.

The ELDAC Working Together program strengthened the Orana Centre commitment to new graduate and emerging Registered Nurses who were seen to support professional development opportunities to enhance palliative care knowledge and skills.

Through the ELDAC Working Together program, Orana Centre developed an education plan including BaptistCare Palliative Approach refresher training for Registered Nurses and separately to care workers using evidence-based resources and introducing a common clinical assessment tool to identify residents with deteriorating health and unmet palliative care needs. An intensive palliative care immersion program using the support of a palliative care Nurse Practitioner was undertaken on site to enable key Registered Nurses the opportunity to set learning outcomes and develop capacity in palliative care assessment.

“Our ELDAC facilitator was integral in achieving the key benefits and outcomes at each home. They provided structured and clear guidance face-to-face and via regular video meetings and demonstrated a broad knowledge of the palliative care model and frameworks including supporting and enabling relationship development with key external stakeholders in the specialist palliative care teams and other government departments.”

Through the ELDAC Working Together program Orana Centre was provided with new and emerging information and research throughout the project.

Benefits

- Increased Registered Nurses' capacity.
- Skills and knowledge development.
- Clinical assessment and recognising deterioration practical application.
- Application of common tools when communicating with local medical practitioners.

Training, education and upskilling are key

Following testing at Orana Centre, the new streamlined BaptistCare Palliative Care Checklist for residents admitted in the Comfort Stage has been implemented across all homes for use.

Through support from the ELDAC Working Together program, ten Registered Nurses participated in an intense 1.5 day onsite palliative care education program which included introducing the ELDAC tools.

An intensive palliative care immersion program using the support of a palliative care Nurse Practitioner onsite for 2.5 days was delivered, enabling four Registered Nurses the unique opportunity to set personal learning goals and develop capacity in palliative care assessment.

The engagement and feedback from the participating nurses were both positive and motivating:

“I had the pleasure of attending the program at Orana in July 2020. This was a most enjoyable learning experience for me that was presented in a relaxed manner that I felt safe to express personal experiences without judgement.

The greatest lesson I learnt was that the

preparedness for death is important and will affect the experience that the resident, their family and the staff caring for the resident, will endure throughout the dying process. The more knowledge that is gained in the resident's wishes and expectations of their death prior to their end-of-life, means the likelihood of a better death for the resident. Advance care planning and having a palliative care case conference and care planning means that the information is gained and the people involved are well-informed and staff are aware of what the resident wants and expects are thus more confident in providing care needs.

In doing the program, I gained confidence in assessing a resident to commence end-of-life pathway and feel more confident in discussing the process of dying with the resident and their family. I learnt that the gaining of knowledge regarding the eventual death, starts at admission. I learnt the importance of documenting and reporting the resident's wants and preferences, and being an advocate for the resident, ensures wherever possible that their preferences are met. If we are prepared for death and can meet residents' requirements, then their death will be more peaceful, family will be calmer, and staff will be confident that they are doing the best job possible.”

Registered Nurse, Orana Centre