



# Opal Aged Care



Residential Aged Care



**New South Wales:**  
Maitland, Rutherford  
Blacktown, Blacktown

**Queensland:**  
Raybird Place, Carseldine

**Western Australia:**  
Geraldton, Geraldton

## Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Multidisciplinary Team Structures and Processes



Knowledge Exchange and Upskilling



Continuous Quality Improvement



## Opal Aged Care – Maitland

Opal Maitland provides aged care services with a strong focus on empathy, quality of life and belonging. This starts with high-quality clinical care, social and recreational programs, and community connections, and extends to residents' health, wellbeing and independence. The care home provides a friendly and inviting atmosphere for all residents and their families.

Opal Maitland has a diverse workforce with Registered Nurses and carers from many backgrounds and levels of clinical experience. Through the ELDAC Working Together program the team identified that further education, additional resources and networks would help establish more consistent and effective palliative care pathways.

The ELDAC Working Together program enabled Opal Maitland to develop collaborative, multidisciplinary relationships with the local palliative care network. These relationships were facilitated through partner meetings which helped clarify roles and communication pathways, and improved how the care home worked with other providers.

Stronger partnerships with the specialist palliative care team and area health service providers also delivered benefits for residents and team members.

Opal Maitland team members undertook palliative care and advance care planning training and accessed development opportunities through the implementation of a new education plan. This was supported with an internal working party and champions to help implement changes and facilitate information sharing.

*“Access to valuable resources on the ELDAC website also empowered team members with information, and After Death Audits have been implemented as part of routine processes.”*

### Benefits

- Improved team confidence and knowledge through education.
- Clear referral pathways have been established.
- Established multidisciplinary partnerships.
- Improved role clarification and communication pathways with key external care providers.

### ELDAC tools empower staff to have end-of-life conversations

A new Registered Nurse (RN) at our care home was caring for her first resident who was deteriorating and demonstrating signs of approaching end-of-life. Following a discussion of the signs and symptoms, I referred the RN to the resource tools we had collated into a folder through our participation in the ELDAC Working Together program. These tools helped her confirm she was making the correct assessment.

Together we were able to access additional information on the ELDAC website as we talked through the next stages of end-of-life and the considerations for the resident and their family. Following our conversations, the RN felt empowered to have the necessary conversations. She also liaised with the General Practitioner and specialist palliative care service (engaged earlier in the resident's care pathway) to ensure the resident had the best possible care outcomes.

The RN is now a member of the internal working party established during the ELDAC project. This ongoing working party will ensure the valuable ELDAC project work continues at Opal Maitland.

*Julie Lewis, General Manager*







## Opal Aged Care – Blacktown

Opal Blacktown is a state-of-the-art, residential care home located in Sydney's Greater West. The care home provides permanent and respite care to residents from 14 different cultural backgrounds and is designed with lifestyle in mind. Residents enjoy generous accommodation, luxurious living areas and outdoor terraces along with music therapy and other group programs.

The ELDAC Working Together program enabled Opal Blacktown to expand its capacity and improve its ability to provide high-quality palliative care.

Prior to engaging in the ELDAC Working Together program the care home's Registered Nurses (RNs) had different levels of knowledge and skills regarding advance care planning and end-of-life care. Opal Blacktown also recognised there was an opportunity to establish new linkages with local health and palliative care providers to enhance referral pathways.

The ELDAC facilitator helped Opal Blacktown improve linkages with other local providers including specialist palliative care, local primary health, General Practitioners and pharmacy. These relationships identified opportunities for collaborative care to deliver the best possible outcomes for residents.

Staff training provided valuable upskilling for team members who now feel more confident when caring for palliating residents. Staff know the indicators to look for during end-of-life care, have resources to support their decision-making and understand the referral pathways available for advice.

*"Our ELDAC facilitator provided us with a huge amount of support to achieve our goals. From the beginning, we worked together and were able to change and improve our palliative approach across the home."*

### Benefits

- Increase in staff confidence and knowledge.
- Improved internal palliative care and advance care planning processes.
- Improved mutually beneficial relationships with key external providers.
- Role clarification and communication pathway improvements.



## Opal Aged Care – Geraldton

Opal Geraldton provides high-quality clinical care, generous accommodation, and enjoyable social and recreational programs for elderly residents. The care home maintains strong links with the community and a significant number of residents come from Indigenous backgrounds. Staff use a multi-disciplinary, culturally aware approach to ensure emotional, physical and spiritual needs are considered in all interactions with residents and their families.

The Opal Geraldton team saw the ELDAC Working Together program as an opportunity to educate and upskill their staff on the application of residents' advance care plans as well as provide team members with communication tools and strategies to facilitate end-of-life discussions.

Prior to their participation in the ELDAC Working Together program, the care home had established relationships with other key external care providers, however identified these could be strengthened to enhance the delivery of palliative care to their residents.

The ELDAC Working Together program empowered team members with the education and resources they needed to increase their understanding and skills for end-of-life care. As a result, they are now proactive when discussing advance care planning with residents and their families.

Service mapping and partner meetings have also created stronger linkages with other key external providers including specialist palliative care.

### Benefits

- Increase staff confidence in participating in end-of-life discussions.
- Empowerment of residents and families.
- Improved linkages with local community health providers.

*"The ELDAC facilitator enabled us to identify the areas where we could improve and develop a proactive approach that has resulted in a meaningful program which improves our end-of-life care through a multi-disciplinary approach."*

## Opal Aged Care – Raynbird Place

Opal Raynbird Place is a residential care home located in the Brisbane North region. Its comprehensive lifestyle program encourages mental and physical health, socialising and fulfilling opportunities to enable residents to live an enriched life. This is supported with exceptional and personalised care delivered by medical and allied health professionals.

The ELDAC Working Together program provided opportunities to improve the home's approach to palliative care. Together with the dedicated ELDAC facilitator and our identified partners we have enhanced staff skills and knowledge of advance care planning. Opal Raynbird Place have also been able to access new tools and resources to support decision-making regarding end-of-life care pathways.

Closer working relationships with the local palliative care network and service providers have also facilitated a more effective and multi disciplinary approach to end-of-life care.

*"Strengthened relationships have resulted in new and stronger linkages with the care home's pharmacy, and local primary and palliative care providers."*

### Benefits

- An internal working party was established to focus on end-of-life care and continuous improvement.
- Tools and resources are available to support staff decision-making and conversations with residents and their families.
- Collaborative and mutually beneficial relationships have been developed or improved with other key external care providers.
- Improved communication with the local pharmacy means end-of-life and rarer medications are well-stocked and available for our staff when needed.
- After Death Audits are now incorporated into routine processes.

*"ELDAC has provided us with a platform and framework to continuously review our practices and education. This will benefit our team members, residents and families."*