



Rathgar Lodge



Residential Aged Care



Ulmarra,
New South Wales

Linkage Strategies Used:

Role Clarification



Designated Linkage Workers



Knowledge Exchange and Upskilling



Rathgar Lodge is situated in the town of Ulmarra near Grafton. Nestled on the banks of the Clarence River Rathgar Lodge provides several levels of care – from a purpose-built hostel, dementia specific 12 bed unit through to 4 self-care units. Residents have access to allied health services and a General Practitioner (GP) clinic on-site.

Undertaking the ELDAC Working Together program provided Rathgar Lodge with the opportunity to identify and over-come challenges associated with the rural location of the facility. Opportunity to further define palliative care roles and responsibilities with other local health care providers were also identified.

“Participation in the ELDAC Working Together program provided a framework to help identify how we can enhance the Rathgar Lodge’s Palliative Care Strategy.”

Service partner connectivity and role clarification in a resource constrained regional environment has improved the provision of palliative care services. Discovering these services has provided better links for Rathgar to implement best practice palliative care arrangements.

Benefits

- Improved communication pathways between all services including role clarification and responsibilities within the local and regional sector.
- Enhanced education and training opportunities for staff.
- Improved continuity of care.



*“a great way to educate
staff, residents and families”*

The ELDAC Working Together program has been instrumental in improving our processes around end-of-life care, specifically around planning care needs and providing education for carers and Registered Nurses. We have been able to recognise and establish a network with other area service providers to facilitate better communication, support and resources for residents, their families, and staff.

We have established role clarification and responsibilities with local palliative care services and supporting General Practitioners (GPs). Discovering these services has provided an opportunity and linkages to provisions that has helped Rathgar implement best practice for end-of-life.

The ELDAC Working Together program has additionally provided access to current resources and educational pathways to educate staff, residents, and families on the 8 domains of the ELDAC care model. Education has been and continues to be provided to key stakeholders.

At Rathgar Lodge we will continue to develop, with the plan to implement, an updated end-of-life pathway as a tool to provide a comprehensive plan of care, with consideration to all potential symptoms and ways to meet residents needs during the final stage of life; including, establishing better bereavement support for residents' families and carers.

Sara Diab, Registered Nurse