



Woodhaven Aged Care



Residential Aged Care



Lockhart,
New South Wales

Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Multidisciplinary Team Structures and Processes



Knowledge Exchange and Upskilling



Woodhaven Aged Care provides residential aged care, non-dedicated respite and palliative care services. As a smaller bed and community orientated facility, staff are able to establish great relationships with residents and their families to accommodate individual requests for palliative care and advance care planning. A strong volunteer group helps to support staff and residents in a largely farming based community.

Prior to involvement in the ELDAC Working Together program, the rural and remote location of the Woodhaven Aged Care facility presented some small challenges to deliver palliative specific training.

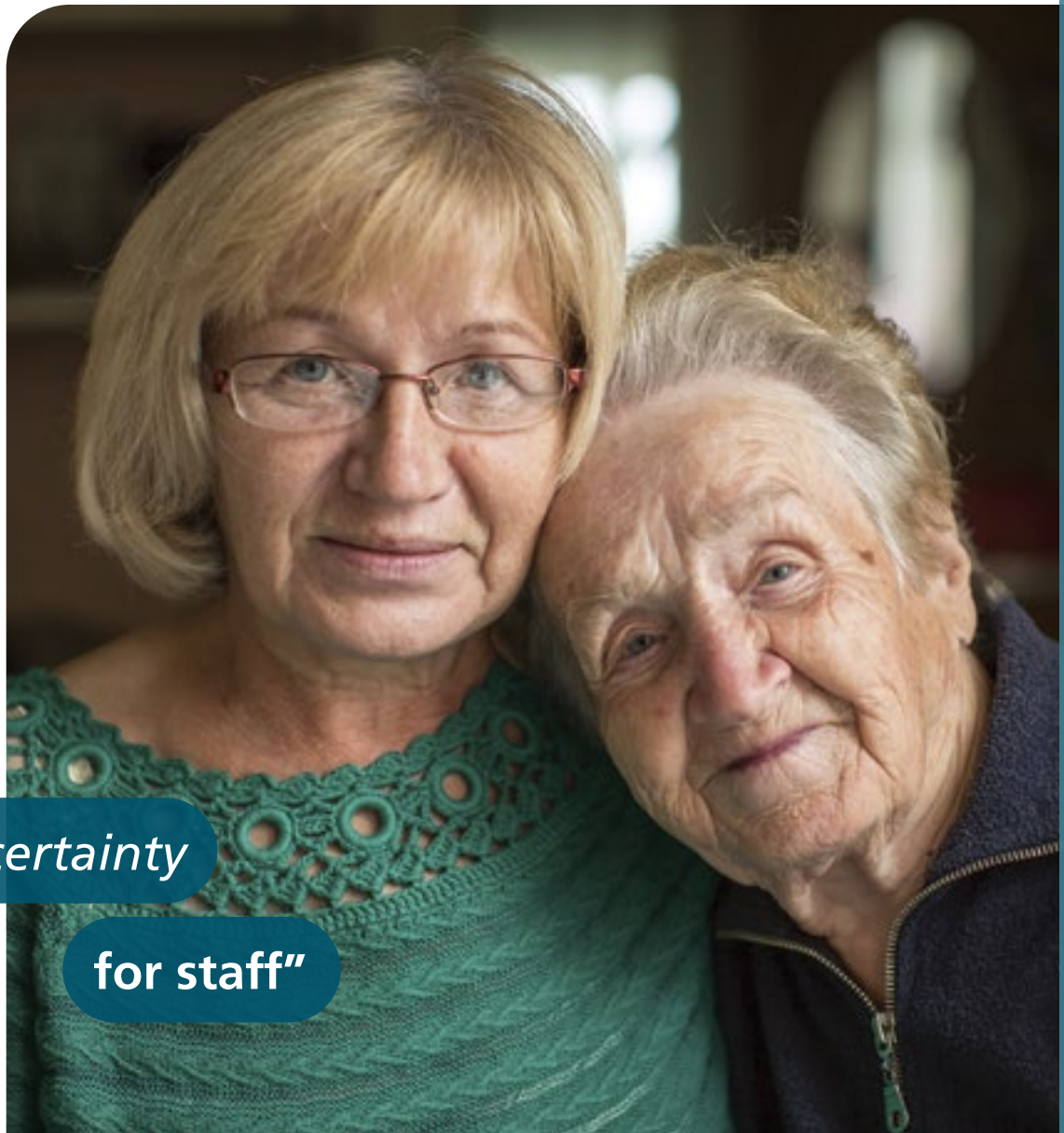
“Being in a rural and remote location always presents some small challenges particularly in being able to connect with palliative care specialists.”

The ELDAC Working Together program has helped facilitate greater connection with both the palliative care and community nurses as well as local doctors.

“Before the program we didn’t have clear pathways – we were aware of palliative care teams but not how to access assistance. We have now built relationships with nurses, as well as local doctors, who come into Woodhaven to see palliative care residents.”

Benefits

- Established clear pathways for end-of-life care through development of a new advance care directive in conjunction with the local palliative care service and community nurses.
- Fostered relationships with local and regional palliative care teams.
- Empowered residents, and their families, to be actively involved in end-of-life care options including the completion of advance care directives.
- All staff have been trained in and are more confident in the delivery of palliative care.
- Improved communication with all stakeholders.



**“a level of certainty
for staff”**

Strive to improve palliative and end-of-life care for residents and families

Prior to participating in the ELDAC Working Together program, a few new younger and less experienced staff were genuinely concerned about caring for a resident who was in need of end-of-life care.

Additional training, through a recognised certificate in palliative care from the local training provider, has allowed amazing discussions to be held with residents and care plans to be developed. It has also provided a level of certainty for staff that they are able to follow the resident and family's wishes during the palliative care process.

In July, we lost a beautiful resident who has been diagnosed with pancreatic cancer. After he passed, his sons came in with the most amazing morning tea for staff. This small, thank you gesture was an acknowledgement of the staff's work in helping this resident – their dad had an 'amazing death'. The brothers acknowledged that their dad had said right up until the end that moving into Woodhaven was the best decision he had made in years and the way we looked after him was more than he could have ever hoped for, or expected.

The level of care we were able to provide this gentleman was made possible through the work that the staff had done, collectively through the ELDAC Working Together program.

Facility Manager, Woodhaven Aged Care