



Southern Cross Care (SA, NT & Vic) Inc. Home Support Services



Home Support Services



Darwin,
Northern Territory

Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Multidisciplinary Team Structures and Processes



Designated Linkage Workers



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Southern Cross Care (SA, NT & Vic) Inc. Home Support Services provides quality home care services to Darwin's community to enable them to live their best life at home. This home support organisation provides services to a diverse population across a large catchment area in Darwin.

Home Support Services identified that participation in the ELDAC Working Together program presented an opportunity to develop strong linkages with other local aged and palliative care providers, that would allow them to collaborate to meet the health and palliative care needs of new and existing clients.

"We wanted to enhance our skills to enable us to support our clients through their palliative care journey with a sustainable and holistic approach to end-of-life care."

As a result of participation in the ELDAC Working Together program, Home Support Services have improved understanding of, access to and communication with key stakeholders, resulting in improved outcomes for clients and their families.

Benefits

- Enhanced staff understanding and confidence.
- Improved referral pathways.
- Strengthened linkages with palliative care networks.
- Improved policies and processes.

"Education has been implemented into our mandatory training which supports sustainability."



*"improved knowledge
and understanding"*

Providing Home Support with Confidence

We had a client whose husband had unfortunately been diagnosed with terminal cancer and she was caring for him at home. We provided weekly services to support her with domestic duties so that she didn't have the burden of these chores and could focus on her caring role.

Thanks to the training our staff received through the ELDAC Working Together program to expand our skills and knowledge in palliative care, our home care staff were able to recognise that the client's husband was deteriorating and that they both needed more support and care.

We used our improved linkage with the local specialist palliative care team to refer the husband, who also became our client. We then worked together to support and care for both husband and wife. Newly developed communication strategies

and processes facilitated prompt and appropriate care provision.

We were able to draw on insights into the palliative care approach to further support our client and his family. Our staff felt confident, supported and educated. Our client's wish, to die at home with his wife by his side was met, through working together.

We feel that participating in the ELDAC Working Together program has improved our knowledge in palliative care and our processes and relationships with other key care providers.

With the education provided to our staff and support in implementing specific end-of-life processes in our organisation we are confident in continuing to provide positive outcomes to our clients and support others in the community with quality services.

Manager Community Care Services