



# Southern Cross Care (SA, NT & Vic) Inc. Pearl Supported Care



Residential Aged Care



Darwin,  
Northern Territory

## Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Multidisciplinary Team Structures and Processes



Formalised Agreements and Plans



Designated Linkage Workers



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Southern Cross Care Pearl Supported Care is committed to seeing people “Live better for life.” They provide person centred care to enable their residents to live happy, healthy lifestyles.

Prior to undertaking the ELDAC Working Together program, Southern Cross Care Pearl Supported Care recognised there was not a clear understanding of, or relationship with other key providers in the provision of palliative care. They wanted to improve role clarification, documentation, communication and palliative care referral processes.

*“We knew that enhancing our palliative care process would lead to improved continuity of care for our residents.”*

Through participation in the ELDAC Working Together program, Southern Cross Care Pearl Supported Care have achieved many improvements including, but not limited to:

## Benefits

- Clear referral pathways for palliative care.
- Improved role clarification and communication with key partners.
- Implementation of palliative care champions improving care continuity and communication.

*“Our whole palliative care process is now underpinned by robust policies, practices, and responsibilities.”*

***“improved continuity  
of care for  
our residents”***



### **Championing the end-of-life wishes for our residents**

One of the biggest impacts achieved has been the introduction and designation of palliative care champions at Pearl. This can be demonstrated by the case of an 87-year-old female resident living with advanced dementia. Having identified deterioration in her condition, our care team alerted the General Practitioner, who referred to the specialist palliative care team using the new referral process.

The palliative care champion became involved at an early stage in the process and assisted with development of the resident's end-of-life care plan

through discussions with the palliative care nurse specialist, the next of kin and the directions detailed in the residents advance personal plan.

The palliative care champion had a pivotal role throughout the resident's end-of-life process as they maintained contact with the next of kin, facilitated continuity of care for the resident and supported staff in the provision of care through sharing knowledge.

*“Our palliative care champion was an excellent key person liaising between medical, nursing, care staff and the next of kin, ensuring the resident's wishes were maintained.”*

***Residential Services Manager***