



# Anglicare Southern Queensland



Residential Aged Care and Home care



Queensland

Symes Grove, Taigum  
St Martin's, Taigum  
Brisbane North Home and  
Community Service, Stafford

## Goal

To strengthen our approach to providing palliative care and advance care planning for Anglicare clients, residents and families

## Highlights

- Presented outcomes at an Anglicare research forum showcasing how seniors can be better supported to live their best lives

Anglicare Southern Queensland (Anglicare) has proudly provided services to people in Queensland for the last 150 years. Anglicare connects with clients and residents at varying stages of their illness trajectory with compassion and humility with a focus on supporting people to live a life with meaning, purpose, and value. As part of the Anglican Church Southern Queensland, Anglicare shares the mission of the church and provides residential, community, retirement, and home care.

Anglicare has eight residential and six home care services from the Gold Coast in the south, to Townsville in the north. Three Anglicare services, including two residential homes and one home care, participated in the ELDAC Linkages program.

Symes Grove, with 105 beds, and St Martin's with 84 beds are residential homes both in Taigum in Brisbane's north. Anglicare's Brisbane North Home and Community Service covers Stafford, Caboolture, Zillmere, and Kilcoy regions.

Anglicare valued the opportunity to participate in the ELDAC Linkages program as a complement to its strategic vision, clinical and care governance, and best practice benchmark for palliative care service delivery.

Following completion of the pre-implementation self-assessment audits and service mapping activities at the beginning of the program, common improvement goals were identified and shared by all three participating Anglicare services. These were: -

1. Improve linkages and processes with specialist palliative care providers
2. Develop a palliative care and advance care planning working group to drive improvement goals
3. Upskill staff in palliative care and advance care planning through education and training

Advance care planning conversations can often be difficult for staff to initiate. Support with communication strategies to build confidence in staff to have these conversations was identified as an area for improvement across both residential and community care services.

Through participation in the ELDAC Linkages program participating services were able to improve the capacity of their workforce.

Through both online and face to face education courses, both registered and enrolled nurses, as well as care and hotel services staff, had the

opportunity to improve their knowledge of a palliative care approach and end of life processes.

Following this training, staff were more equipped and less apprehensive about care of residents at the end of life, family communication, difficult discussion, and after death care.

Anglicare has reviewed and redefined palliative care process and policies, participating services developed a palliative care and advance care planning working group to support and implement improvements in their palliative care process with the involvement of multi-disciplinary team.

The ELDAC Linkages facilitator coordinated face to face meetings with relevant specialist palliative care providers and Anglicare service teams. These were invaluable opportunities and facilitated clarification of roles, referral processes and greatly improved communications and connections. This has improved Anglicare's awareness of accessing and utilising these services when residents' needs are changing and additional support is required.

Throughout Anglicare's participation in the program, the facilitator navigated the process and assisted with access to resources and links to support staff education/training, advance care planning, end of life pathways, self-care, and bereavement. Resources available for residents and families have also been reviewed and updated.

Following completion of the program, the ELDAC Linkages facilitator and the Anglicare Quality and Education Partner were delighted to present at a senior's research forum webinar hosted by Anglicare showcasing recent research focusing on how seniors can be better supported to live their best lives

## Key outcomes

- Improved workforce awareness and capacity in end of life care provision
- Developed a palliative care and advance care planning working group to support improvement activities
- Enhanced connection with and understanding of referral process to specialist palliative care providers

Since the commencement of the ELDAC Linkages program we have improved our connection with the specialist palliative care team and we have a better understanding of their role.

*Clinical Nurse, St Martin's*



"Our facilitator was knowledgeable, supportive, and encouraged us through the project; she gave us reassurance and complemented us on our work. The monthly meeting was beneficial to touch base and gave ideas for improvement. Meetings kept us on track"

*Staff member, Symes Grove*