



Carinity Home Care



Home Care



Rockhampton,
Queensland

Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Multidisciplinary Team Structures and Processes



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Carinity Home Care is a community-based health care service that provides a full range of support services to seniors to remain living independently at home and connected to their local community. Regional care teams provide localised client management and care – each team includes Registered Nurses supporting care delivery teams.

Just under 5,500 people living in Rockhampton are 75 years and older, making up 6.9% of the city's population. Compared to the State's average, the Rockhampton region has a slightly higher proportion of the population aged 75+ (Australian Bureau of Statistics – 2016 Census). While general ageing and decreased mobility issues are a key factor in seeking support, changes in health conditions and carer requirements also see a need for home-based care in this region.

Carinity Home Care identified that staff had variations in knowledge, experience and capacity in the provision of palliative care and advance care planning. Through participation in the ELDAC Working Together program and the implementation of an education plan, staff have built their knowledge and capabilities through online training, and guidance and support from partners – Carinity Home Care accessed new education and opportunities that they were previously unaware of.

"Our staff feel empowered to access training and learn about palliative and end-of-life care, and are confident in discussing this topic with clients."

As a direct result of participating in the ELDAC Working Together program, Carinity Home Care were able to establish multidisciplinary teams in the region and undertake process improvement initiatives to ensure advance care documentation (including advance care plans and health directives) were discussed with clients and their families.

Resource support and the recruitment of a nurse whose primary focus is end-of-life care considerations was invaluable. This nurse works proactively with clients to help them and their families understand the benefits of an end-of-life care plan. Even those who were initially reluctant to discuss this topic became engaged in the process. Staff – both Registered Nurses and lifestyle

co-ordinators have begun engaging in conversation surrounding end-of-life care when conducting reviews.

Staff are also now actively encouraged to share their learnings and experiences, with palliative care listed as a regular agenda item in staff meetings. Significant areas of need are also being identified for regular discussion. For example, multicultural needs during end-of-life care is listed on next month's agenda.

Benefits

- Improved service delivery response.
- Improved staff capability.
- Improved understanding of referral pathways and partners.
- Staff feel empowered and have improved confidence.

"We have built strong working relationships that help facilitate better outcomes for our clients and their families."

"our staff

feel empowered"



Our care team members now have the skills and experience to assist both the client and family members through their personal journey in end-of-life care. As a previous care worker, I know first-hand how difficult it can be to watch a client that you have looked after for many years become palliative.

It is a privilege to assist a client and their family members through the end-of-life and grieving process. However, when a client passes you may grieve for them like you would a family member.

The ability to debrief and have the support of other healthcare professionals in a multidisciplinary team is of great benefit.

Feedback from staff that undertook the training has been overwhelmingly positive and given them valuable skills. It has also allowed them to understand how important self-reflection is, not only when dealing with a client in end-of-life stages but with every client that they encounter.

Lifestyle Co-ordinator, Home Care