



# Carinity Shalom



Residential Aged 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 Shalom provides high-quality residential aged care, catering for varying levels of care including dementia specific and respite care for older people in Central Queensland. Carinity Shalom is co-located with a retirement village, enabling couples to remain connected should one partner require a higher level of care.

End-of-life care is a priority for Carinity Shalom and the ELDAC Working Together program supported this strategic focus.

Historically, Carinity Shalom was supported by external providers to manage and coordinate end-of-life care for residents. In-turn, this external support lessened in-house capacity, resources, knowledge, and a reduced focus on palliative care in staff training. To increase team members skill and confidence in palliative care further education and resources was required.

Through participation in the ELDAC Working Together program Carinity facilitated the review and improvement of palliative care and advance care planning policies and procedures.

Additionally, a new education plan, including training and resources for palliative care and advance care planning, was implemented. This provided staff with the communication skills they needed to initiate conversations with residents about their end-of-life wishes.

Stronger linkages with primary and palliative care service providers and networks were also needed to expand Carinity Shalom's ability to provide improved integrated and multidisciplinary care. These relationships were facilitated through partner meetings with a focus on role clarification and communication pathways. As a result, new collaborative partnerships are improving outcomes for residents and providing development opportunities for team members.

## Benefits

- Improved staff confidence managing conversations about palliative care with residents and their families.
- Increase uptake in residents advance care planning.
- Improved education and staff orientation processes.
- Improved After Death review processes.

**“provide *integrated* and**

***multi-disciplinary care*”**

**ELDAC resources are now an integrated part of our care plan and technology platform**

The implementation of ELDAC tools has enhanced our palliative care operations across the organisation. We are also in the process of incorporating the Supportive and Palliative Care Indicators Tool (SPICT) to assist staff with assessing the palliative phase.

