



# Nanyima Aged Care

Residential  
Aged Care Facility

Mirani  
Queensland

## Goal

To develop collaborative, multidisciplinary relationships with local palliative care providers and embed sustainable processes into practice.

## Highlights

- Building strong partnerships with the local specialist palliative care provider
- Promoting palliative care awareness across the whole Nanyima team, from nurses to the catering staff

Nanyima Aged Care is a community aged care service provider located in Mirani in tropical North Queensland, approximately 40 kilometers west of Mackay. Mirani is a small regional town, nestled among green, tropical sugar cane farms and the Pioneer River, on Yuwibara country.

The Nanyima origin story is inspirational. Commissioned by the community and built solely on grants, donations and fundraising, its links to the community are strong. In November 2023, Nanyima celebrated the 30-year anniversary of their first admission. Over time, the service transitioned from a retirement village to a 51-bed aged care service.

As rural and remote service provider, Nanyima identified barriers to the provision of quality palliative care prior to partaking in the ELDAC Linkages program. The Facility Manager recognised that the ELDAC Linkages program could provide the catalyst needed to make sustainable changes to work practices. Gaps and improvement areas were highlighted as part of the pre-implementation audits.

Working alongside their ELDAC Linkages facilitator, key focus areas were identified for improvement. It was recognised that one of the service's greatest strengths was its team members. Nanyima also sought to develop collaborative, multidisciplinary relationships with local palliative care specialist providers, with the support from the ELDAC Linkages facilitator and resources on the ELDAC website.

Nanyima staff were invited to submit an expression of interest to join the palliative care and advance care plan working group. This group discussed outcomes of audits, priorities, and goals. The working group includes registered nurses, carers, catering, operations, administration staff, allied health providers and family members. Regardless of their department, all staff have a shared goal of gaining confidence in advance care planning, palliative, end of life and after death care. The clinical co-ordinator took on the role of champion for this project.

A key clinical element identified for improvement was recognising deterioration in residents. With guidance from the ELDAC Linkages facilitator, the service invested in education with specialist palliative care providers, using specific tools to help staff identify these changes when caring for residents. These tools allowed early initiation of palliative care and commencing the end of life pathway.

Participation in the ELDAC Linkages program has supported other new initiatives, including face-to-face meetings with the local specialist palliative care team, greatly strengthening this relationship.

Nanyima now conduct monthly needs rounds at the bedside of identified residents. The local specialist palliative care nurse is involved in this process, along with staff and family members. These rounds provide valuable insight into planning future care. By including family earlier, they are prepared and more accepting of the process, and residents feel that their end of life care will be considered seriously by all members of their healthcare team.

As staff continue to care for the residents, they also wanted to contribute to the joy and quality of their life and promote a culture of valuing and respecting the lives they have lived. This idea formed the basis for the Wishing Line project. Lifestyle Staff recorded a special wish from each resident and pegged these onto a washing line to display. Staff and community members have taken on the task of granting these wishes, as a way to provide a special experience to the residents and honour the connections made during their time at the service.

The post implementation feedback identified that Nanyima is now well-established in its partnering with specialist palliative care. Completion of the ELDAC After Death Audits have provided a valuable means of reflection, and staff recognise

that care outcomes are now aligning with the wishes of residents and family. This is a result of the enhanced linkages between Nanyima and specialist palliative care providers, and the increase in staff confidence and knowledge.

Nanyima is confident that these actions will continue to benefit its residents from their first till their last day.

## Key outcomes

- Improved linkage with specialised palliative care service, including scheduled meetings and needs rounds
- Developed an internal palliative care and advance care planning working group
- Updated resources, policies, and procedures relevant to end of life care
- Embedded after death audits into processes and reviews
- Fast-tracked and highlighted a “Wishing Line” for residents
- Increased staff confidence, skill and knowledge of palliative care and advance care planning

