



# Ozcare De Paul Villa



Residential Aged Care



Southport,  
Queensland

## Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Ozcare De Paul Villa is a large facility that provides dementia specific, emergency respite and call out care to our neighbouring Retirement Village. The facility's staff are supported by volunteers including residents from the retirement village. One of the defining characteristics of care at De Paul Villa is the community support.

*"Everyone is willing to pitch in and help no matter what our formal roles are."*

Ozcare De Paul Villa is committed to continuous improvement. Building links to other key service providers has been something De Paul Villa has been focused on over the past few years.

Through participating in the ELDAC Working Together program, key network links have been established with palliative care specialists. All residents now have an advance care directive, staff confidence is on the rise with strong role delineation and, the systems and processes that underpin quality palliative care and support our staff have been improved.

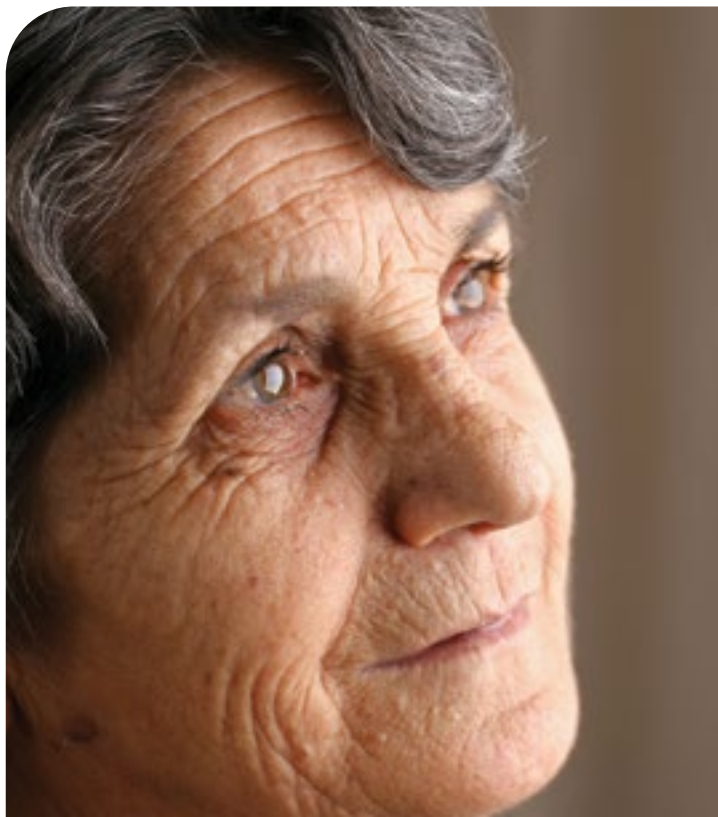
*"Having provided a good standard of palliative care for many years, building on this strong foundation through the ELDAC Working Together program was important. We now have a team of palliative care champions at De Paul Villa. What ELDAC gave us was a much greater awareness that there was more that we could be considering and adding into our palliative care design."*

## Benefits

- Introduced a dedicated link nurse.
- Established a staff learning program, tools and guidelines.
- Provided staff with access to support, mentoring and training resources.
- Introduced an end-of-life care pathway.
- Improved Multi-Disciplinary Team approach.
- Increased staff confidence.
- An increase in the number of residents with advance care plans.

*"staff confidence*

*is on the rise"*



### The power of connection.

Establishing key service links and building a greater network has provided so much more than a clinical connection to services. Our team participated in a round table meeting with the local teams earlier in the year. This meeting helped provide a cross disciplinary context across both the different levels of care, the services provided and the support residents receive when they transfer to an acute care setting.

With all relevant stakeholders participating at the round table meeting we were able to clarify our roles, the scope of service provision and highlight how a linear service provision for clients may be better provided.

This was the first time many of our aged care staff had had the opportunity to speak directly with palliative care physicians, specialist palliative and acute service providers. Having both a seat and voice at the table to share challenges, ideas and our vision for better care was empowering. Conversely, the palliative specialists noted that they left with a much greater level of understanding about the challenges in residential aged care in our specific area.

With the central objective to improve care provisions, meeting together has provided us with a deeper understanding of the services that work alongside us. It has also offered our staff a key networking opportunity with greater access to support services and clinical pathways to support our residents. A big thanks to our ELDAC facilitator who helped us to achieve this positive opportunity.

**Kath Lawrie, Facility Manager**