



Pinaroo Roma Inc.



Residential Aged Care



Roma,
Queensland

Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Knowledge Exchange and Upskilling



Continuous Quality Improvement



“The ELDAC Working Together program has enabled Pinaroo to raise community awareness and build trust, confidence and greater understanding of the services and support the facility provides in end-of-life care.”

The Pinaroo Aged Care Facility is a community-owned and operated provider of rural and regional aged care services in Roma, South-Western Queensland. Overseen by the Rotary Club of Roma, the facility provides exceptional care by considering the physical, emotional, spiritual and social needs of each resident.

Historically, Pinaroo Roma Inc. provided care independently from other local aged and palliative care networks. Participating in the ELDAC Working Together program brought the opportunity to meet with local service providers to explore how they could all work better together. Participating also increased confidence and gave opportunities for upskilling our staff which resulted in the facility increasing the number of advance care plans. In addition it also prompted Pinaroo to hold a palliative care evening for families and staff opening up proactive conversations regarding palliative care and end-of-life choices.

“Now we can be more confident that the individual end-of-life care we provide is in line with the resident’s choice and wishes.”

The ELDAC Working Together program transformed Pinaroo’s management of palliative care through strengthening their services existing links. The program provided resources

and knowledge to upskill staff along with the development of strong collaborative relationships with local networks.

Palliative care education sessions for staff were delivered by an external provider and new resources were introduced to support internal training. This provided staff with the tools and information they needed to confidently perform clinical assessments.

“The ELDAC facilitator provided ongoing guidance, support and motivation, and linked us to many resources online including evidence-based clinical tools that we now use in practice.”

A dedicated ELDAC facilitator managed a number of aged care network meetings to help foster relationships with local services including the Palliative Care Team at the local hospital. This has enabled Registered Nurses (RNs) to discuss cases, access ongoing education and obtain expert advice and guidance from the Specialist Palliative Care Service.

Clear processes have also been implemented in collaboration with the supportive General Practitioners (GPs) to work with families to complete advance health directives with residents and their families.

Benefits

- Mutually-beneficial relationships have been developed with local networks.
- RNs have clinical tools to guide their decision-making.
- Improved end-of-life documentation for care staff.
- Our staff know who to call when assistance is needed.
- Significant increase in completed advance health directives and statements of choices.
- Team members more confident with a stronger understanding of the palliative care process.

“We now have a team of staff who are more understanding of death and dying and have the confidence and tools to provide excellent palliative care.”

Through the stronger relationships forged between Pinaroo and local providers we started to see an increase in palliative care patients being transferred to our facility.

One particular patient transfer was that of a female resident whose family was reluctant to agree to the transfer from hospital, due to her desire to have 24 hour bedside nursing care, and uncertainty about the end-of-life care that could be provided at Pinaroo. The Palliative Care Clinical Nurse Consultant became an advocate for Pinaroo where she worked closely with us, along with the residents' family and other care team to ensure the transfer of care was safe and well supported. Although the resident was given three weeks to live when she arrived in our care she surprised us all and enjoyed her days at Pinaroo for a further three months. This gave us time to build a relationship with our new resident and her sister.

In implementing our new knowledge and confidence in hosting end-of-life conversations we worked closely with the resident's sister, sharing resources and encouraging discussions around end-of-life care. By working together and ensuring the resident was the priority, the sister's concerns were alleviated.

Having the Palliative Care Clinical Nurse Consultants input contributed to the end-of-life care provided for our resident. This support has given our staff confidence and extra guidance to ensure the best outcomes for the resident and her family.

Melanie Calvert, Manager Pinaroo