



# Sarina Aged Care



Residential Aged Care



Sarina,  
Queensland

## Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Sarina Aged Care offers residential aged care in its rural location south of Mackay and was established as a result of community efforts close to 30 years ago. The facility is proud of its Ageing in Place Model that provides coordination of healthcare services in the one location so that residents do not need to move across levels of care to another provider as their healthcare needs increase.

*“As a rural and remote facility, the provision of care comes with challenges not faced by metropolitan facilities. Ready access to medical staff trained in palliative care and the resources required to train staff can be difficult to access.”*

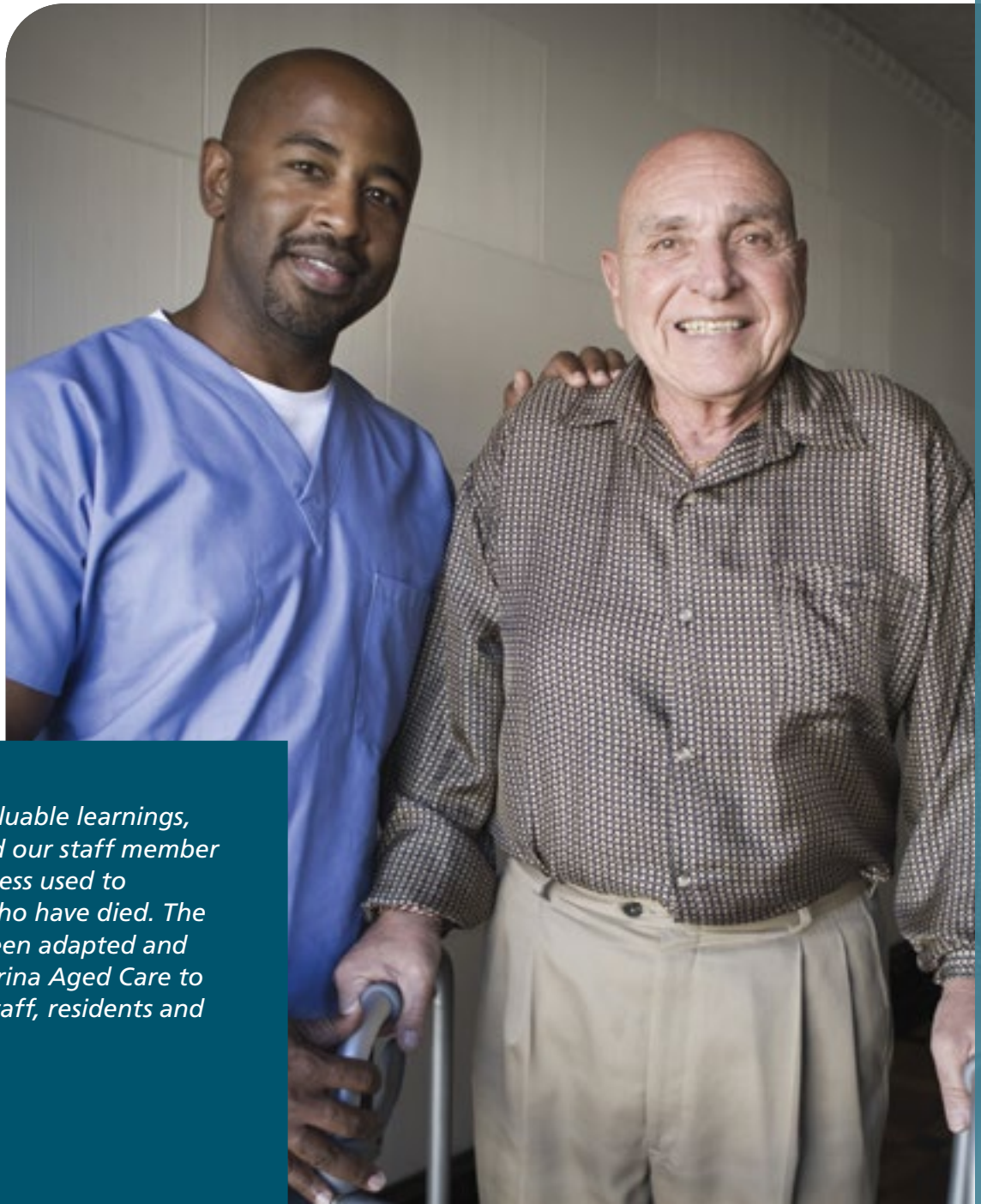
Operationally, there is also a greater reliance on generalist medical providers, for example General Practitioners (GPs) or support workers to provide end-of-life and palliative care provisions for residents and their families given the remote location.

With a community-based focus on improving both the quality of life and end-of-life experience for residents and their families, the ELDAC Working Together program helped us develop and improve supportive networks and implement new processes.

*“We really only dared to dream about the supportive networks we have now been able to access. We’re arriving at destinations that weren’t even on our map before we started this project.”*

## Benefits

- Significantly improved levels of communication have fostered exceptional relationships and network support.
- A greater understanding around service roles has heightened empathy and we are all focused on the same thing.
- Use of the After Death Audits has provided a means of reflection on our practice.
- Upskilling the workforce through education.



*"Amongst many valuable learnings, this also introduced our staff member to a memorial process used to remember those who have died. The process has now been adapted and implemented at Sarina Aged Care to the benefit of all staff, residents and their families."*

**Clinical Manager**