



# Tabeel Aged Care Lutheran Services



Residential Aged Care



Laidley,  
Queensland

## Linkage Strategies Used:

Role Clarification



Knowledge Exchange and Upskilling



Designated Linkage Workers



Tabeel Aged Care offers personalised aged care services focused on individual well-being and an enriched quality of life. The facility is surrounded by gardens where residents can relax and spend time with their families. Tabeel Aged Care offers residential, respite and at-home care and has animals living on-site to help address loneliness and boredom by providing companionship.

*“We have always done palliative care well but needed to have conversations earlier so residents had the chance to document their wishes before it was too late.”*

Prior to the ELDAC Working Together program, Tabeel Aged Care maintained positive relationships with local health care providers and were dedicated to address the end-of-life care needs for their residents.

The ELDAC Working Together program provided opportunities to access educators skilled in palliative care, formalise systems and resources for advance care planning, create communication pathways for staff and adopt a continuous improvement approach.

Two palliative care linkage nurses were upskilled to facilitate the organisation’s approach through staff training and linkages to other service providers. A dedicated Registered Nurse was also allocated to work with residents and their families on their Statements of Choice. This resulted in a Certificate of Appreciation from a national advance care planning body which recognised the facility’s proactivity in working with residents to complete end-of-life documentation.

*“Staff have grown in the area of nursing. They can now take the lead in end-of-life discussions and are able to prepare families and allow residents to experience a good death.”*

A Palliative Care Team was also established to review resident care and a communications pathway provides staff with additional decision-making support. After Death Audits have been integrated into routine practices to facilitate a culture of continuous improvement and learning across the facility.

The introduction of new technologies and devices has also built inhouse capacity with designated iPads for palliative in-room activities, telehealth appointments and online resources to support staff and residents.

## Benefits

- Increased training for care workers and clinical staff.
- Improved policies and advocacy for residents.
- Enhanced staff confidence.
- Access to resources.
- Clear communication and referral pathways established with local services.

## Education and knowledge

We were looking after a gentleman who had lived in our facility for a very long time. His family were supportive but really struggled with the idea of him being palliative and dying. We undertook a significant amount of education with the family and had several meetings which included the General Practitioner and our staff. This included sharing education materials with the family which we sourced through the ELDAC Working Together program, including the end-of-life pamphlets. Our Registered Nurse also walked the family through the resident’s Statement of Choice.

The family felt reassured that the resident’s wishes were at the forefront for all of us. Through upskilling and embedding procedures as part of our End-of-life Policy, our staff had the confidence to advocate for the resident through transparent communication with the family. The family were grateful and provided positive feedback. The final step in this journey involved our Chaplain who checked in with the family to provide support during bereavement.

*Clinical and Operations Manager*

