



# Regis Aged Care



Residential Aged Care



Western Australia  
Bunbury



Queensland  
Caboolture



Victoria  
Fawkner  
Macleod

## Goal

Conduct a thorough review of current model of care delivery to enhance the quality of palliative care provided to residents.

Regis Aged Care (Regis) is dedicated to providing personalised and respectful care that honours the journey of ageing across 68 residential Homes nationwide. Delivering a range of services, including residential care, retirement living, home care, respite care, and day therapy programs, Regis supports over 7,500 aged care and retirement living residents.

Four Regis aged care homes participated in the ELDAC Linkages program, including Bunbury (WA), Caboolture (QLD), Fawkner (VIC), and Macleod (VIC).

Dedicated to enhancing the quality of palliative care for residents in its residential homes, the invitation to participate in the ELDAC Linkages program gave Regis a valuable opportunity to refine and establish a robust palliative and end of life care framework. Regis undertook a comprehensive review of its current practice, with the primary objective to ensure that employees were equipped with the knowledge and resources necessary to deliver compassionate and comprehensive palliative care consistently.

“We feel more confident in delivering palliative care and providing the education to our team regarding end of life care after participation in the program.”

Prior to participating in the ELDAC Linkages program, Regis identified several limiting factors that were hampering the delivery of quality palliative care to their residents. Some employees lacked the skills, knowledge and experience, particularly in advance care planning. At times this led to rushed delivery of palliative care, which was compounded further by some confusion surrounding the distinctions between palliative care and end of life care.

The absence of a dedicated palliative care coordinator further impacted Regis’ capacity to deliver consistent and effective palliative care. Limited employee education and training opportunities posed a significant barrier. Despite the availability of online resources, time constraints hindered employee engagement, leading to a low uptake.

Participation in the ELDAC Linkages program has had numerous benefits for Regis, including the improved advance care planning processes, leading to more comprehensive and person-centred care plans.

Additionally, the use of ELDAC audit tools, notably the After Death Audit, has enabled Regis to pinpoint areas for improvement and refine practices accordingly.

Trialling the ‘Palliative Care Champion’ role, Regis has witnessed the positive impact of designated leadership in driving educational initiatives and fostering engagement among both employees and residents. Ongoing support from the ELDAC Linkages program facilitators has also helped to strengthen relationships with specialist palliative care services, fostering collaborative partnerships to better support the residents.

Most significantly, the ELDAC Linkages program has guided Regis in developing a palliative and end of life care model, providing a structured framework for ongoing implementation to ensure the delivery of high-quality palliative care in residential care.

## Highlights

- Enhanced service and employee capability through the appointment of a designated Palliative Care Champion
- Built connections with local palliative care service
- Using The Supportive and Palliative Care Indicators Tool (SPICT) to identify clinical changes and deterioration
- Using ELDAC After Death Audits to improve end of life care

## A story of employee growth

Prior to the commencement of the ELDAC Linkages program, we found that many residents, employees, and families were unsure of the advance care planning process and how to initiate the conversation for advance care planning. When we started our participation in the ELDAC Linkages program, we made it compulsory for all Registered Nurses and Enrolled Nurses to attend online training regarding advance care planning. Once this was completed, employees informed me that they felt more comfortable with the advance care planning process and how to start the conversation with residents and their families. We also supplied each wing of the Home with prompts and booklets to provide to residents or utilise during advance care planning conversations.

With these, we still noted that we didn’t know how to provide this information to the residents and their families on a large scale. Our ELDAC Linkages facilitator assisted us by initiating contact with a local advance care planning (ACP) Facilitator. We arranged for the ACP Facilitator to attend the Home and provide education to our residents and their families. I remember we did not have as many family members or residents attend as we were hoping, but I noticed that the smaller group was beneficial as many of the residents who attended knew each other and this opened a more intimate dialogue with a few residents sharing their concerns and experiences with advance care planning. I found this to be more successful than I initially thought due to the limited number of residents that attended, but a few residents requested for some further information on advance care planning after the session was held. By focusing on advance care planning, we were able to allow the residents to discuss their concerns and not confront them about end of life and mortality, as I know some residents who attended are usually reluctant to discuss such things. We plan in the future to provide further sessions to allow for more resident and family participation in these discussions.

*Madeline Rochford-Hayes, Caboolture Registered Nurse and Palliative Care Champion.*

“The STOP and WATCH mosaic is more convenient to carry with us every day at work, and we can use it if we enter a resident’s room and are unsure about anything and can report to the Registered Nurse.”

*Regis employee*

## Key outcomes

- Improved palliative care trolley management
- Improved employee knowledge
- Improved resident and family support
- Established palliative care working group to ensure ongoing monitoring of palliative care delivery and the outcomes
- Improved advance care plan completion rates
- Improved working relationship with the Palliative Care Team
- Improved communication of resident/family’s needs, wishes and goals of care

“It was very helpful to receive the education from our Palliative Care Champion.”





Palliative Care and advance care planning Day at Regis Caboolture: Hosting this special day, facilitated by our Palliative Care Champion, provided a safe space for staff to reflect on and share their experiences in palliative care. The value found in personal and professional growth from this day was unmistakable.

*Regis Caboolture*

Palliative Care Leadership: The introduction of the 'Palliative Care Champion,' a leader and coordinator who implemented a palliative care trolley, has profoundly affected our team's readiness to provide palliative care to residents. The trolley, thoughtfully stocked with resident and family information booklets, has proven to be a vital tool, enhancing communication with residents and their families.

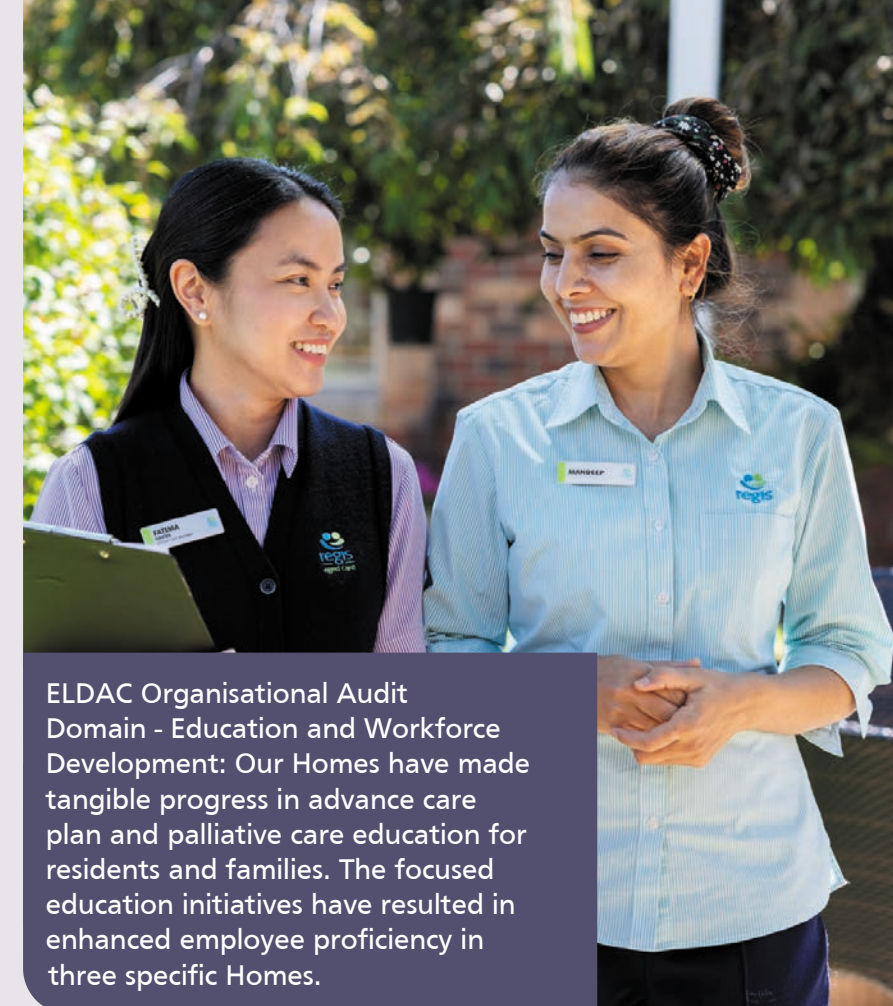
Participation in an intensive palliative care education workshop onsite: This unique learning opportunity not only bolstered employee knowledge but also birthed a vibrant, engaged working group. The team's efforts have been pivotal in fostering a culture of collaboration, focusing particularly on the Supportive and Palliative Indicator Tools (SPICT).



Local ACP Facilitator Session for Residents: The residents who participated greatly appreciated the clarity provided around completing their advance care planning. Their positive feedback underscored the value of such initiatives.



ELDAC Linkage Strategies Audit and collaboration with ELDAC Linkages facilitators: All participating Homes have made consistent improvements in working with specialist palliative care services. The role of the Palliative Care Champion has been instrumental in leading these enhancements, all supported by ELDAC Linkages facilitators.



ELDAC Organisational Audit Domain - Education and Workforce Development: Our Homes have made tangible progress in advance care plan and palliative care education for residents and families. The focused education initiatives have resulted in enhanced employee proficiency in three specific Homes.

Regis Palliative Care Audit Tool Update: The audit tool's recent update now includes essential measurements for quality palliative care, such as After Death Audit questions. This signifies our commitment to continuous improvement.



Implementation of tools at Regis Fawcner: Introducing the 'Stop and Watch' tool and 'SAS' (Symptom Assessment Scale) has created interest and practical assistance for our care teams. This innovation helped in defining clear parameters for assessing residents.

*Regis Fawcner*