



# AnglicareSA, Community Aged Care



Home Care



Adelaide,  
South Australia

## Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Designated Linkage Workers



Knowledge Exchange and Upskilling



Continuous Quality Improvement



AnglicareSA supports older people to live independently in their own homes in Adelaide and the Gawler / Barossa region. The organisation provides in-home support including personal care, domestic assistance, social support and transport, and home and clinic-based allied health services. Customers are supported through the Commonwealth Home Support Program, Home Care Packages, a Transition Care Program and private payment arrangements.

As part of the ELDAC Working Together program, AnglicareSA identified an opportunity to improve frameworks and procedures in the management of end-of-life care for customers. AnglicareSA also expressed a willingness in wanting to improve linkages with specialised palliative care services to improve referral pathways.

The ELDAC Working Together program transformed the program's approach to palliative care and equipped team members with the tools, resources and skills to have advance care planning conversations with customers and their families. Stronger linkages have been developed with external specialist palliative care services that provides staff with access to expert advice and referral pathways. Increased levels of understanding between AnglicareSA and other service providers has led to a more collaborative and multi-disciplinary care approach for customers.

*"The new structures help our staff feel more comfortable and confident. The ELDAC tools and training has supported staff, enabling them to have difficult end-of-life conversations. That's a great achievement for our team. Our ability to work well in this space will continue to grow from here."*

With support of the dedicated ELDAC facilitator, AnglicareSA provided training and upskill opportunities to staff to complete palliative care placement at an external service provider and built organisational capacity by mentoring service coordinators, therapists and care workers.

The program enabled one of the sites Registered Nurses (RNs) to complete a practical placement program, providing her with increased knowledge and connections to specialist services. We have strengthened our knowledge in many ways which will lead to further growth and learning into the future.

*“The support from the ELDAC facilitator has been fantastic, especially in the development stage when we were getting started.”*

Customers, families and carers are also supported with iPads featuring ELDAC tools, grief and bereavement resources, video conferencing to speak directly with the RN, and rest and relaxation videos.

### Benefits

- All staff received training regarding their roles for end-of-life care and advance care planning.
- Education sessions increased staff confidence in advance care planning.
- An end-of-life framework with procedures, guidelines and care plans has been implemented and embedded.
- A suite of tools and resources specific to our setting provides staff with the information and confidence to act.
- A working group has been established to assess and continually improve practices.
- Improved After Death Audits.
- Clear communication pathways with specialist palliative care services.

*“We have implemented a learning culture around end-of-life conversations and care, and we are continuing with After Death Audits and sharing our learnings from each conversation.”*

*Kathy Binks - Head of Community Aged Care*

**“sharing our learnings**

**from each conversation”**

