



# Bene St Clair



Residential Aged Care



Woodville,  
South Australia

## Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Multidisciplinary Team Structures and Processes



Formalised Agreements and Plans



Designated Linkage Workers



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Bene St Clair provides quality aged care services that specifically address the cultural, spiritual and social needs of the older Italian community and all those in the facility's care. Bene St Clair provides a welcoming, nurturing and safe environment for residents, clients, carers, staff, volunteers and visitors.

Bene St Clair recognised an opportunity to develop a stronger structure and framework to refine its palliative care processes, systems and clinical tools. The ELDAC Working Together program was the perfect initiative to achieve this. Key focus areas included staff training, cross-sector networks and continuous improvement strategies.

Upskilling and additional resources were developed to help staff navigate the cultural barriers and conversations regarding palliative care. This has supported advance care planning, with staff more comfortable to initiate these conversations.

*"Mentoring from the ELDAC facilitator has given us confidence and a framework of contemporary current practice."*

The dedicated ELDAC facilitator helped Bene St Clair strengthen connections and improve communication with other service providers. This created a stronger understanding of services across the local palliative care network and increased staff access to expert advice and referral pathways.

A new Bene clinical link nurse role was also established to further develop relationships with partners.

*"The ELDAC Working Together program enriched Bene St Clair's approach to palliative care. Our ultimate focus is the experience*

*for the resident and their family. The ELDAC Working Together program and resources have supported our clinical approach to care for our residents, families and staff.”*

## Benefits

- Upskilling for more confident staff and consistent care.
- Team access to best practice resources and referral pathways.
- Increased confidence and trust from residents and their families.
- Stronger connections with care partners including the local Specialist Palliative Care Service.
- Central resources for care staff supporting decision-making.
- Improved clinical governance and systems.

.....made me realise how lucky we were to be given Bene as a nursing home. I still feel the friendship, caring, love from each and every one of you. That is everyone from the kitchen, cleaners, carers, maintenance, nursing, you all work so well together, I take my hat off to you, you have a hard and emotional job and it takes special people to do that every day, and you are all special.

By doing your job as good as you do has helped me grieve Mum's passing, because the last memories I have of her were nice memories. We had sad times in the home, but we also had funny times, this has made the journey so much easier.

Extract from a letter from Peggy's daughter, 8 July

## Peggy's Story

Mrs Peggy Chappell was admitted to Bene St Clair following a recent diagnosis of terminal cancer. Her family believed she needed to receive care in the hospital palliative care ward and were concerned about her staying in a residential aged care facility.

Through the ELDAC Working Together program, we had given our staff training and upskilling which empowered them to provide best practice palliative care. This meant our initial conversations were more confident with Peggy, her family and the multidisciplinary team. Clinical staff also felt more confident to request the early involvement of Palliative Care Services with their supportive General Practitioner (GP). Staff had more tools to help support the resident and her family members throughout the process.

When we received a letter from the family, we were all moved and many tears were shed. As a team, we reminisced about Peggy's time with us and the difference we made to her last days. We felt very proud that our staff had the skills and confidence to contribute to this best outcome for Peggy and her family.

Moving forward, we are excited to build on the foundations of the program. We intend to continue embedding the processes that we have started and feel we have even more goals to achieve in the future.

We appreciate the opportunity to be included and supported through the ELDAC Working Together program. We feel the benefits that we have already received have provided increased satisfaction with experiences surrounding death for residents, families, staff and everyone that is involved.

*Louisa Broadstock, Residential Care Manager  
Amy Edwards, Clinical Nurse Bene St Clair*