



Bolton Clarke Walkerville (previously Allity Walkerville Aged Care) in Adelaide, South Australia, is located in the inner northern suburbs alongside the picturesque River Torrens. The facility offers a wide range of care services, including permanent, respite, palliative, and dementia care. With a commitment to promoting independence, choice, and person-centred care, Bolton Clarke Walkerville's mission is to help residents 'live a life of fulfilment.' The home supports 153 residents from multicultural backgrounds, with care provided by over 180 staff members who bring diverse cultural and professional expertise.

"ELDAC Linkages program provided us the opportunity to review and improve care delivery and introduce new systems and upskill our teams."

Recognising areas for improvement in palliative and end of life care, Bolton Clarke Walkerville joined the ELDAC Linkages program to improve connections with the Specialist Palliative Care Team and clarify referral processes. An additional goal was to elevate the number of residents with advance care directives.

The program offered a chance to transform care delivery, introducing a multidisciplinary team model that integrated input from general practitioners, allied health professionals, and care staff. This holistic approach has enhanced case conferences with residents and families, creating clearer, more collaborative care planning.

The introduction of the Residential Aged Care End of Life Care Pathway (RAC EoLCP) has established a structured framework, improving care quality and accountability. Proactive recognition and management of residents' health deterioration have become more effective, while direct connections with specialist palliative care services now ensure timely and appropriate referrals. Education and training made possible through the ELDAC Linkages program have been pivotal: staff have gained confidence through in-house sessions, PEPA programmes, and using tools like the Opioid Converter and palliMEDS app.

Significant strides have also been made in advance care planning, with uptake of advance care directives rising from 47% to 100%, supported by new guidelines and staff training. Palliative care trolleys have been upgraded to include personalised items, enhancing holistic care delivery.

The appointment of a dedicated palliative care lead has further strengthened support for staff and ensured expert guidance.

The program's success, underpinned by the guidance of the ELDAC Linkages facilitator, has empowered the team, increased their skills and confidence, and created a lasting impact on the quality of palliative and end of life care.

Key outcomes

- Increased advance care directive uptake increased from 47% to 100%, supported by new guidelines and staff training
- Strengthened multidisciplinary care planning with input from GPs, allied health professionals, and care staff
- Improved recognition and management of health deterioration, ensuring timely specialist palliative care referrals
- Enhanced staff confidence and capability through education, including in-house sessions and PEPA programmes



Bolton Clarke Walkerville



Residential Aged Care



Adelaide,
South Australia

Goal

To improve the quality of palliative care through enhanced staff training and stronger collaboration with specialist palliative care services.

Highlights

- Implemented the RAC End of Life Care Pathway (RAC EoLCP)
- Upgraded palliative care trolleys with personalised items to support holistic care
- Appointment of a dedicated palliative care lead role to provide expert guidance and ongoing staff support

Elizabeth's Story

Allity Walkerville Aged Care was the home for our resident Elizabeth for more than 6 years. She was very close to her children and family. They wanted to be regularly updated especially after Elizabeth showed signs of slow and gradual deterioration.

When Elizabeth's daughter went overseas, she requested to be contacted and updated regarding Elizabeth's status via electronic email. Through our regular updates, her daughter was able to make plans to ensure that she could still be present with Elizabeth during her remaining days.

Elizabeth's daughter expressed her appreciation at receiving our continuous updates on her mother so that she was able to be present and spend quality time with her mother at her end stage of life. We received heartfelt feedback from Elizabeth's daughter, which made us realise the difference we made for the family through our clear communication and updates on her mother.

This made us proud of our staff who now had the skills and confidence to provide the best outcome for Elizabeth and her family.

Through the ELDAC Linkages program, we have given our staff training and upskilling which empowered them to provide prompt and holistic palliative care to our resident. The clinical team have more tools to enhance our care and help support our residents and family through the process.

Our communication and conversations with Elizabeth's family and the multidisciplinary team improved because of our new processes, upskilling and system changes. We were more confident. Importantly also, the program facilitated the strengthening of our connections with the Specialist Palliative Care Team, which gave us the support and guidance we can always call on.

We are grateful for the opportunity to be included in the ELDAC Linkages program and to be supported by our ELDAC Linkages facilitator. The program provided us guidance that help identify how we can improve our care. Our facilitator guided us and provided us direction to education, programs and organisations to upskill our staff.

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