



# Fullarton Lutheran Homes Inc.



Residential Aged Care



Fullarton,  
South Australia

## Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Designated Linkage Workers



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Fullarton Lutheran Homes Inc. (Fullarton) is a residential aged care facility providing permanent, respite and transitional care. The facility seeks to maintain the dignity and independence of all residents by encouraging self-help and a caring concern for others. Fullarton's reputation is built on exceptional service and care for its residents.

The facility entered the ELDAC Working Together program to increase staff confidence and knowledge regarding palliative care and facilitate stronger linkages with the specialist palliative care team and other providers in the sector. Staff had opportunities to improve their knowledge and skills in the areas of advance care directives and were initially uncomfortable starting conversations about end-of-life care with residents and their families. Team members also did not pro-actively participate with external services due to lack of understanding about the services.

*"The ELDAC project has enabled staff to increase their knowledge about advance care planning, recognise end-of-life indicators and assess palliative care needs, work with other service providers, respond to deterioration, and manage dying and bereavement in alignment with best practice."*

The ELDAC facilitator instigated meetings with other services to increase understanding about care pathways and specialist support. This helped establish linkages across the sector and more than 60 staff have undertaken palliative care training with health care providers. Registered Nurses also participated in a palliative care placement program with the local specialist palliative care service to gain further knowledge and expertise.

*“The ELDAC facilitator closely engaged with our teams and provided us with clear guidance to help drive the project in the right direction and achieve our goals.”*

Education and networking has facilitated a more collaborative approach to palliative care and referral pathways are now accessed more frequently. Staff also feel more confident initiating conversations with residents and their families regarding Advance Care Directives (ACDs). A new ACD registry has helped improve staff engagement with residents and their families to access a person-centred approach to managing end-of-life care.

*“The ELDAC Working Together program significantly increased the education and engagement of all staff in best practice palliative care.”*

Updated policies and procedures now incorporate referral pathways involving General Practitioners and other service providers. The Supportive and Palliative Care Indicators Tool (SPICT) also assists staff with the identification of end-of-life indicators and palliative care decision-making.

### Benefits

- Staff received valuable upskilling and education regarding palliative care.
- ELDAC champions drive continuous improvement.
- Advance care directives and end-of-life care plans are integrated into routine systems.
- ELDAC tool kits provide staff with support for decision-making.
- Clear communication and referral pathways with services.
- Developed clear communication pathways and palliative care networks.



One change we have made at Fullarton following our participation in the ELDAC Working Together program has been the employment of a dedicated Registered Nurse who was appointed as ELDAC Champion to mentor staff about the new care model. The champion conducted toolbox sessions to educate staff and, continues to provide support and identify opportunities for continuous improvement.

*Shani Liyanage, Acting Director of Care*