



# St Basil's Aged Care



Residential Aged Care



South Australia:

St Basil's Croydon Park,  
Croydon Park

St Basil's St Peters,  
St Peters

## Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Knowledge Exchange and Upskilling



Continuous Quality Improvement



The personalised level of care provided at St Basil's acknowledges that residents have spent a lifetime building families and community and are committed to ensuring residents can live well at any age, once they're home at St Basil's.

The introduction of the ELDAC Working Together program complemented the nurturing and quality care environment already established at St Basil's. It was particularly effective in supporting staff to address specific challenges including bereavement and the end-of-life process for culturally and linguistically diverse clients. Cultural barriers translated into a lower level of uptake of advance care plans from residents and families and minimal connection with specialist palliative care services. A revised approach to providing culturally appropriate resources to support staff, residents and their families was recommended.

*"Our staff have a lot to contend with culturally to ensure the cultural, religious and spiritual beliefs of our residents and families are respected – especially surrounding palliative and after death care."*

By implementing an end-of-life pathway process, St Basil's Croydon Park and St Basil's St Peters were able to provide staff training and a greater level of support to residents and families. In addition, the ELDAC facilitator supported enhanced linkages between St Basil's and the Central Adelaide Palliative Care Service, which provides staff with additional education on and access to end-of-life care resources.

The ELDAC Working Together program helped St Basil's evolve the end-of-life process and introduce a greater level of support to families and residents.

## Benefits

- Systemic change through the introduction of advance care pathway, associated documentation and training.
- Established relationships with Adelaide Palliative Care Service and specialists.
- Education of GPs through formal GP Forum.
- Upskilling St Basil's staff in palliative care and advance care planning.
- Increase in uptake of advance care plans.
- Improved ability for staff to identify deterioration and improvements.

*"Providing both families and residents with a culturally appropriate understanding of the end-of-life process and how staff could assist in supporting a good death was a wonderful outcome of the program. As a result we have experienced an increase in the uptake of advance care plans."*

*"a greater level of*

*support to residents"*

Mr Stavrianos\* was a 90yr old resident with a very supportive and actively involved family. Tests recently conducted at hospital determined an acute life-limiting diagnosis.

The GP confirmed that he may sustain a sudden deterioration and our staff also identified changes in his function. Family conferences and discussions with the GP were held to ensure the family was aware and understood the resident's situation as he was approaching his end-of-life. They attended the formal case conference in the previous weeks and this helped them to understand the situation and refine their perspective accordingly. Simultaneously, this approach helped the family to enhance their trust in the care provided by St Basil's at this important part of life. The family was grateful to be made aware of Mr Stavrianos' circumstances, which enabled them to share precious time and create new memories in the short time they had.

His family and our staff took relief from seeing that Mr Stavrianos experienced a peaceful death, in the presence of his daughter. With new skills, our staff

were able to provide culturally sensitive support and comfort.

On reflection, we identified the role our improved skills had in identifying Mr Stavrianos' early needs noting that his family was better able to plan their time with their father. As a team, we were able to start the end-of-life pathway in a timely manner which gave the family more time to reach acceptance. With our recent education and introduction of clinical tools, our staff were more aware of the signs of deterioration and worked with more comprehensive processes in place. It was clear that this well-planned approach contributed significantly to Mr Stavrianos' good, peaceful death and the family's management of their grief.

The ELDAC Working Together program helped to reinforce the skills of our team in dealing with culturally and emotionally sensitive situations with empathy and appropriate support, providing great benefit to families and staff.

\*Names have been changed to maintain confidentiality.

**Quality and Clinical Support Team**