



Respect St Ann's Nursing Home



Residential Aged Care



Hobart,
Tasmania

Goal

Empower staff, fostering confidence in their roles and skill development, and to promote a proactive approach to palliative care.

Highlights

- Knowledge shared among all staff members
- Increased palliative care literacy of staff
- Increased understanding of how to best support residents in palliative care phase

St Ann's, located in Hobart Tasmania, has a long and proud history of providing care for aged residents, opening its doors in 1922 as one of the first 'care homes' in Australia. It accommodates over 100 residents, offering a range of services, from residential aged care to palliative care, respite care, and secure dementia care.

St Ann's welcomed the opportunity to participate in the ELDAC Linkages program, which helped them identify gaps and overcome challenges in palliative and end of life care. Participation in the program has shaped another chapter in St Ann's long history.

Engaging in the ELDAC Linkages program not only broadened St Ann's access to valuable resources and expert guidance but has also strengthened connections with local palliative care providers, fostering a more integrated and collaborative approach to care.

Throughout the ELDAC Linkages program, St Ann's primary focus has been on empowering their dedicated staff. Efforts were directed towards building confidence, enhancing skills, and instilling a proactive mindset regarding palliative care.

"The ELDAC resources and linkages with the other services is helping us to work towards our service goals."

A staff member

The ELDAC Linkages program has enabled this positive change and has created a nurturing and collaborative environment, uniting all team members in delivering effective and holistic palliative and end of life care for the residents.

Improvements have manifested in a noticeable boost in staff knowledge and confidence, including the ability to initiate conversations about advance care planning and palliative care with residents and their families. Participation in the ELDAC Linkages program has also led to more open discussions and understanding of residents' preferences.

With the help of the ELDAC Linkages facilitator the team have embraced a person-centred approach, leading to improved relationships with external services. This has transformed St Ann's communication and collaboration with General Practitioners and other palliative care services, resulting in a notable reduction in hospital transfers.

Other tangible outcomes that have been achieved through the ELDAC Linkages program include access to evidence-based resources to support care.

St Ann's have incorporated palliative care toolkits, developed through the program, which support care planning and communication with residents and families. Additionally, the introduction of palliative care booklets for all staff has strengthened the general understanding of palliative care in aged care, demystifying the topic and improving palliative care literacy.

Palliative care and advance care planning has now been included in the orientation program for new care and clinical staff. Introducing the topic of palliative care and advance care planning at the start of employment aligns with St Ann's renewed approach and provides key information at the start of the journey, for both new staff members and the residents under their care.

St Ann's recognised the cultural diversity across their staff and were keen to ensure there was a clear model for staff to follow along with the confidence and resources available to their staff to provide holistic care.

Since participating in the program, linkages with the Specialist Palliative Care Team have been strengthened. There is an increased understanding of the role of the specialist palliative care service and how both services can work together to achieve the best possible outcome for residents.

The ELDAC Linkages program has helped St Ann's evolve the end of life process and introduce a greater level of support to families and residents.

Key outcomes

- Improved resident outcomes for their palliative and end of life care
- Improved communication and collaboration with GPs and other palliative care services
- Reduced preventable transfers to hospital
- Improved staff access to support and best practice palliative care training, resources, and workshops
- Staff upskilled in palliative care and advance care planning
- Established linkage with the Specialist Palliative Care Team

"Through the program we had the opportunity to learn about palliative care. We learnt about medication used and learnt more about the frequency, providing comfort care to family members. With English as a second language it can be a bit overwhelming when communicating with families. We were able to learn more about how to communicate with family members and how to remain calm in our communication."

A staff member.

Building staff confidence

When we started the ELDAC Linkages program, we had a key goal to empower staff to have confidence and explore their roles and skill development. We had clinical tools for use in our day-to-day practice, but we wanted our staff to have more confidence in using them and to understand what they mean. We wanted to be more proactive in our palliative care approach.

Being part of program has provided invaluable opportunities for staff to up skill in palliative care and advance care planning, creating a more informed and capable workforce in general.

A most satisfying outcome has been the trust shown in the care home, with more residents and families now opting for care at St Ann's, a true and real testament to the positive impact of the program.

The dedication to the ELDAC Linkages program and the guidance offered by the facilitators has brought compassionate and effective end of life care to St Anne's.



"We were able to improve our linkages across the board in our state with specialist palliative care services, our state palliative care service, our local hospital, and our local primary health network."

CEO