



# Uniting AgeWell – Kings Meadows Community, Aldersgate



Residential Aged Care



Launceston,  
Tasmania

## Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Designated Linkage Workers



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Kings Meadows Community, Aldersgate is a residential aged care facility owned and operated by not for profit organisation Uniting AgeWell. With 107 staff, Aldersgate provides an environment of choice, empowerment and wellness where residents are able to access support and care as they choose – including palliative and end-of-life care.

With skilled staff in high demand, accessing and retaining a workforce that has best practice palliative and end-of-life skills, ready access to evidence based resources for these staff as well as maintaining regular contact with and between local palliative care networks has been a challenge for Uniting AgeWell.

The ELDAC Working Together program has helped foster stronger local network, referral and specialist palliative care agency connections, empowered staff through best practice education and resource access and, improved staff skills, knowledge and confidence in palliative care.

Internally, improved rigour in the multi-disciplinary communication, review and care planning has provided a more comprehensive integrated planning and delivery for residents. Stronger external linkages to local networks, referrers and specialist palliative care agencies are also a direct outcome of being involved in the program.

Staff engagement in service of palliative care also increased as they identified they wanted to build on their current knowledge and skills to further support and improve meaningful palliative care service delivery for residents and their families. In conjunction with Palliative Care Tasmania, Uniting AgeWell's Palliative Care Specialist and pharmacy consultants developed a twelve-week learning program. The program included sessions on communication, grief and loss, clinical care and purposeful connections. Staff reported they loved the education program and resources provided highlighting the training increased their knowledge and improved their understanding of the resident journey, care needs and the importance of good communication, sensory elements and the environment itself.

Reconnecting the local network of palliative care agencies and providers re-established and strengthened links. These network links also helped to facilitate resource and knowledge transfer from those with current expertise and best practice in palliative care with a focus on creating a positive interface between acute and aged care services.

*"Connecting in a more deliberate, stronger way with our stakeholders – particularly palliative care specialists – has resulted in new opportunities for developing our program and upskilling our staff. Access to support resources has provided staff with the confidence to develop our systems and communication pathways."*

## Benefits

- Established and strengthened local network, referral and specialist palliative care agency network connections.
- Provided a comprehensive, best practice platform to educate and empower staff including both an ongoing education and orientation programs.
- Improved rigour in multidisciplinary communication, review and care planning with weekly meetings.
- Provided access to resources that has improved staff skills, knowledge and confidence in palliative care including the development of health professional and staff resources to support care planning.

*"The family spoke of the amazing care and support staff provided, describing the end as 'a beautiful ending to a good life and good memories for the family'."*



Following our participation in the ELDAC Working Together program, staff have felt empowered and better able to anticipate changes in residents as well as, plan and communicate with residents and their loved ones.

This change has enabled an environment which is individual, comforting, and peaceful for the resident during their end-of-life journey while providing comfort to their loved ones.

**Suezanne Horder, Residential Services Manager,  
North Tasmania**