



# Dorothy Impey Home



Residential Aged Care Facility



Pascoe Vale South  
Victoria

## Goal

To increase knowledge and develop capabilities of staff through organisational improvement and education.

## Highlights

- Opportunity to learn new things and improve current knowledge
- Provided on-going support for residents and their families, as well as staff
- Provided a great opportunity to give continuous improvement for residents and families along their journey with the whole team
- Felt supported by the ELDAC Linkage facilitator on how much work and passion given to palliative residents and the positive outcomes that were achieved

Dorothy Impey Home in Melbourne's northern suburbs offers a continuum of care across three levels, catering to the diverse needs of residents ranging from those requiring low-level assistance to those in need of high care, including individuals with dementia. At the heart of their service is a strong commitment to palliative care, an area in which they take immense pride, offering unwavering support to their families, and implementing comprehensive plans to facilitate a seamless palliative approach.

Dorothy Impey Home encompasses a total of 92 beds, accommodating individuals from various cultural backgrounds. While the majority of residents are of Anglo Australian, they also have residents from the Italian, Greek, Maltese, and Sri Lankan communities.

Dorothy Impey Home was motivated to partake in the ELDAC Linkages program as an opportunity to build and improve on current palliative care services and management. The program offered the possibility to explore new resources, for example connecting to available support services for assistance and guidance when needed.

**"By working together with our specialist palliative care service, we were able to promptly identify deteriorating residents and start putting plans into place to ensure resident comfort and support to family members."**

*The Dorothy Impey Home team*

Prior to joining the ELDAC Linkages program, Dorothy Impey Home took time to clearly define the challenges, which included difficulties with getting families to complete the advance care plan promptly. Staff also lacked some crucial knowledge around palliative care.

An additional challenge was after death audits were not previously fully completed, making it difficult to assess any gaps or areas of improvement. Furthermore, Dorothy Impey Home felt it did not have enough resources and tools for staff to use to help improve palliative care such as 'palliative care boxes'.

Since partaking in the ELDAC Linkages program, the Dorothy Impey Home has noted many benefits, including having all resident advance care plans reviewed by the nurses, with emphasis on the importance on regularly reviewing and monitoring the plans.

Dorothy Impey Home have also established monthly meetings with local community palliative

care service (more frequently when required) to ensure they are keeping up with the correct palliative care measures, as well as supporting families and residents, and always looking at how any other improvements that might benefit palliative care within the facility.

During the ELDAC Linkages program, an onsite three-day intensive education workshop, led by the CEO, was completed by a large number of staff from various departments to build on their current knowledge of palliative care and to make improvements where needed.

Through the implementation of new tools and resources, Dorothy Impey Home has enhanced its palliative care services for residents and families, including the integration of the aged care toolkit. To streamline the admission process and ensure families have ample time to prepare, the advance care plan has been included in the new admission pack. Additionally, doctors now have the option to complete 'goals for care' forms for residents, facilitating clearer communication and planning.

To further improve the delivery of palliative care, Dorothy Impey Home has introduced palliative care boxes, containing essential items such as bed sheets and CD players, enabling staff to quickly access and provide necessary support directly to residents' rooms during their palliative journey.

The ELDAC Linkage facilitator was key to the delivery of these outcomes, supporting the Dorothy Impey Home throughout the program. Through regular meetings, the ELDAC Linkages facilitator discussed progress and continued to offer ways to improve outcomes. The ELDAC Linkage facilitator offered access to more tools and resources to make the palliative care approach smooth and thorough.

Importantly, the presence and support of the ELDAC Linkages facilitator gave staff confidence to care for palliative care residents. The facilitator's acknowledgement of the hard work and dedication of Dorothy Impey Home staff to ensure wonderful palliative care to Dorothy Impey Home residents was also very encouraging and appreciated.

After speaking with one of the Lifestyle staff who participated in the intensive education workshop onsite, she advised that she felt so much more knowledgeable about how they can provide their support for residents during the palliative care approach and created new 'palliative care boxes' with education for family members and tools to use to enhance resident comfort.

## Key outcomes

- Broadened knowledge around palliative care
- Addressed any gaps or areas of improvement and improved health outcomes for the residents
- Gained access to new tools and services

Provided a great opportunity to give continuous improvement for residents and families along their journey with our whole team

*The Dorothy Impey Home team*

## Working with local services

We had a resident who we had identified was deteriorating and moving towards the palliative care pathway. Nurses attempted to bring this to the doctor's attention multiple times however the doctor disagreed and refused to chart anticipatory end of life medications. After discussing this issue with our ELDAC facilitator, we were able to discuss this issue and gain her advice on the steps we can take. This led to us getting in contact with local community palliative care service who came and assessed the resident promptly, review her and wrote an official letter of recommendations to the doctor. The doctor responded to this positively and charted the medications. Staff were guided to commence the palliative pathway, arrange a family meeting to discuss the palliative care approach and made the family feel more at ease as they new exactly what was going on and what to expect. The resident sadly passed away two days after the doctor finally charted the end of life medications, however due to the staff being prompt in utilising services such as local community palliative care team, we were able to provide the resident with the best palliative care possible ensuring comfort and support.

