



Illoura Residential Aged Care



Residential Aged Care



Wangaratta,
Victoria

Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Multidisciplinary Team Structures and Processes



Formalised Agreements and Plans



Designated Linkage Workers



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Illoura Residential Aged Care is a rural health care provider in North East Victoria providing services for residents who are frail, have complex medical conditions or dementia. Illoura is the Aboriginal word for a pleasant place. Illoura's provision of care is reflected both in the name meaning and core values of care, excellence, respect, integrity and fairness. Illoura is one of three facilities in Wangaratta participating in the ELDAC Working Together program and provides both single and twin rooms that can accommodate married couples or family members.

Prior to the implementation of the ELDAC Working Together program, only a small number of residents had advance care plans and staff required support to identify when it was appropriate to refer a resident to an external palliative care service. Communication with other service providers and staff engagement in education wasn't proactive – rather undertaken on an immediate need basis.

"Our staff are extremely passionate. We've had a number of key environmental events in our region that have impacted our staff – most notably bushfires. It's a credit to our staff that we have been able to continue to provide the best possible care even in the most trying of personal circumstances."

Participation in the ELDAC Working Together program has helped increase staff engagement, inspired a thirst for learning and improved relationships – both with external palliative care services and families. Staff are also proactively reviewing residents ensuring advance care plan discussions are being undertaken. The provision of a dedicated clinical resource to support learning and to help drive program outcomes has been key to the success of the program implementation.

"Facilitation through the ELDAC Working Together program kept us on track to achieve our goals. We were able to identify our strengths and weaknesses and, had access to the tools to improve those areas. The funding provided by ELDAC has assisted our facility to allow nursing staff dedicated time to focus on the project."

Benefits

- Improved staff education and training.
- Access to a dedicated clinical resource focused on quality improvement.
- The introduction of ELDAC resources to support staff.
- Increased review of residents by staff including palliative care service.
- Improved partnership with the external palliative care service.
- Improved relationships with families.

“key to the success

of the program

implementation”



Growing our palliative care service

One of the first quality improvement tasks was to re-establish the Illoura Palliative Care Working Party – a group made up of 20 staff members. I was overjoyed that so many staff from different disciplines wanted to be involved. The volume and range of staff who wanted to participate was impressive – it really speaks to our community camaraderie and our want to truly meet our resident's needs. Meeting every 4 to 6 weeks, the group looked at the quality improvements that could be made and each staff member took on tasks to achieve these goals.

It is our collective responsibility to make sure our

residents enjoy their experience at Illoura and that all their needs are met. I'm really proud of the level of staff involvement and that each resident continues to be treated as an individual with respect and kindness. We take immense pride in looking after the families. Our involvement in the ELDAC Working Together program has allowed us to do this more effectively through improving relationships with residents, families and palliative care providers in our region.

I cannot express how incredibly proud I am of the Illoura team for the outstanding care they provide to our residents, and the wonderful quality improvements that have come from our involvement with the program.

Jennifer Tull, Nurse Unit Manager, Illoura