



St Catherine's Hostel



Residential Aged Care



Wangaratta,
Victoria

Linkage Strategies Used:

Written and Verbal Communication Pathways



Multidisciplinary Team Structures and Processes



Designated Linkage Workers



Knowledge Exchange and Upskilling



St Catherine's Hostel is a residential aged care facility that provides services to residents in need of both high and low level care. St Catherine's is one of three facilities in Wangaratta participating in the ELDAC Working Together program and provides respite and palliative care, as well as many ancillary and allied health services including speech pathology and dental care in a friendly, social and inclusive setting. Backed by a vision to enrich life through the ageing journey, St Catherine's provide an environment where families are welcome and often become friends.

While St Catherine's pain management and palliative care provisions were very good for residents prior to involvement in the ELDAC Working Together program, processes weren't streamlined and there wasn't a clearly defined palliative care team.

"We are well known locally for providing great palliative care and pain management provisions. However, improving our palliative care processes and procedures hadn't been a priority area for us for some time."

With a dual focus on inclusive clinical quality improvement and improving residential care, St Catherine's has been able to improve its service provision through strengthening connections with local palliative care and aged care providers, the formation of a working group and development of palliative care resources, guidelines and toolkits. The introduction of comprehensive, mandatory palliative care training has also translated into a greater number of goals of care documentation completed for residents as well as improved staff confidence in detection of deterioration.

“Strengthening our connection with other palliative care service providers has been one of the fabulous outcomes of participating in the ELDAC Working Together program. We’ve even been sharing the resources we’ve been able to develop with other local aged care facilities and we’re proud that we have been able, in a small way, to improve the care for all aged care residents in our local area.”

Benefits

- Fostered a stronger connection with other palliative care service providers.
- Improved care pathways and resources use.
- Formed a multidisciplinary working group with broad representation across the organisation.
- Offered comprehensive, mandatory staff training on advance care planning and palliative care service delivery.
- Developed staff resources, forms and guidelines for advance care planning.

“improved staff

confidence in detecting

deterioration”

“Through our staff undertaking training and using our forms they are better able to detect deteriorating symptoms early. This has had a positive impact on the end-of-life for our residents and staff confidence in providing end-of-life care.”

Cathy, AEN, St Catherine’s

