



Baptist Care Warabrook Centre Aged Care Home



Residential Aged Care



Newcastle,
New South Wales

Goal

To improve the knowledge and develop capacity of their staff.

Highlights

- Participated in several training programs focused on advance care planning and palliative care upskilling of staff
- Established a palliative care committee to support and embed the palliative approach and the continuing provision of supportive end of life care and services

Designed with a people-first approach, Warabrook Centre in Newcastle is set amongst picturesque gardens. As a well-established aged care home that supports 153 residents, Warabrook's trained staff provide kind, friendly and personalised services including respite, palliative care and dementia care.

Warabrook welcomed the chance to participate in the ELDAC Linkages program to improve knowledge and develop capacity of their staff. Warabrook directed their efforts during their participation in the ELDAC Linkages program towards clarifying roles and responsibilities to streamline communication and coordination of care, ensuring access to appropriate services as needed. Central to this was improving knowledge and relationships with cross-sector services to promote integrated care delivery aligned with individuals' advance care plans. Other goals of participation in the ELDAC Linkages program included integrating needs rounds, improving the recognition of deterioration and end of life comfort stages, employing the Residential Aged Care End of Life Pathway, and reviewing bereavement, grief, and loss practices.

As a part of the ELDAC Linkages program activities, palliative care consultants from the BaptistCare Care Development Unit provided regular support and mentoring including education, coordination and resource management throughout the program. By engaging with the ELDAC Linkages program, Warabrook had the opportunity to participate in several training programs, which were aimed at developing skills in advance care planning and end of life care, including a focused workshop involving a palliative care specialist coming to Warabrook.

"I feel so much more confident of what to do when someone is dying, I don't feel so nervous anymore."

Care worker

Through the ELDAC Linkages program, Warabrook implemented a palliative approach, including communication surrounding advance care planning, and developed the knowledge and communication skills of registered nurses. Monthly case review rounds have been implemented, which are supported by the BaptistCare palliative care consultants and an external Nurse Practitioner under a local regional initiative.

As a result of the participation in the ELDAC Linkages program, thirteen employees have achieved certificates of attainment in two units of a certificate IV skills set.

In the one of the course units, learners were equipped with a comprehensive set of skills aimed at providing compassionate care to individuals nearing the end of life. Key learning outcomes included supporting individuals in identifying preferences for their quality of life, facilitating advance care planning, addressing pain and other end of life symptoms, contributing to the development and implementation of end of life strategies, and effectively managing emotional responses in both themselves and others.

In the other competency unit, learners delved into the practicalities and sensitivities of supporting residents and their loved ones during the final stages of life. Learning outcomes emphasised creating a calm and supportive environment, offering practical, emotional, and spiritual assistance throughout the active dying stage and immediately after death.

Following completion of the ELDAC Linkages program, Warabrook have established a palliative care committee to support and embed the palliative approach and the continuing provision of supportive end of life care and services.

Key outcomes

- Increased staff confidence in identifying residents who are deteriorating
- Increased awareness of providing a holistic approach to end of life care
- Increased staff confidence in holding advance care planning discussions with residents and their families
- Improved communication with local service providers
- Improved skills and knowledge of staff in end of life care

Empowered, that's what I got from the training we've had and the stronger focus on end of life care. It's not just about the very end.

Registered Nurse



"The palliative care and end of life communication training units really gave me new skills and confidence. Recently when a resident was palliating I was able to offer the family my support. They were so grateful that they wrote a thank you letter to the home. I am keen to be involved in the newly formed palliative care committee."

Care worker