



# Amaroo Aged Care



Residential Aged Care



Berrigan,  
New South Wales

## Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Multidisciplinary Team Structures and Processes



Designated Linkage Workers



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Amaroo Aged Care is a small, locally operated aged care facility providing for residents of the Berrigan community. Amaroo Aged Care provide a home-like environment for the community where aging family members are cared for – this provision of community care in the country is central to the ethos of Amaroo.

*“Being situated in a rural and remote area can, at times, present challenges in accessing resources and connecting with services. However, we always strive to provide the best service and quality of life to the residents that entrust their care to us.”*

Prior to undertaking the ELDAC Working Together program we had recognised the need to deliver a more in-depth palliative care service and, needed some guided support to train staff to ensure residents were well supported in their end-of-life care needs and wishes.

*“Through participating in the program, we have been able to achieve positive outcomes for both residents and staff. Being able to help families come to terms with what is occurring and how to ensure wishes are met is a true benefit of the training.”*

These outcomes have been achieved through the introduction and partnership with local palliative care service providers and through staff training.

## Benefits

- All residents have a current advance care directive.
- Staff have forged a working partnership with the palliative care nursing service.
- Staff training has helped staff recognise when a resident is approaching end-of-life and how to assist the resident and their families.
- The palliative care nurse visits the facility on a regular basis, meeting with staff to discuss individual resident care and to further staff training.



*“positive outcomes*

**for both residents**

**and staff”**

**Our palliative care nurses are an important part of our story**

The specialist palliative care nurse and facility staff now meet regularly to discuss individual resident care through regular communication pathways and meetings. The palliative care nurse and staff also meet regularly with residents and their families to discuss end-of-life needs and help ensure the residents needs are met. This linkage with the specialist palliative care nurse and service has provided a foundation for a sustainable high-quality palliative care approach at Amaroo, encompassing building strong relationships and connections.

Through partnerships with services a Memorandum of Understanding was able to be established to strengthen relationships and provide high quality end-of-life care as a team. This has allowed our residents to remain in their local community surrounded by their loved ones.

Through undertaking the ELDAC Working Together program we have been able to strengthen our Palliative program to continue to work with the resident, families and local medical services through their end-of-life journey.

***Barbara Rennick, Quality and Lifestyle Manager, Amaroo Aged Care***