



# Banksia Villages Limited



Residential Aged Care



Broulee,  
New South Wales

## Goal

To upskill staff in the provision of effective palliative care services to residents.

## Highlights

- Strong working relationship with local palliative care team
- Proactive internal palliative care team involving RNs, ENs, care staff, lifestyle team, kitchen staff

Located in the seaside village of Broulee, in the heart of Eurobodalla's stunning nature coast (southern coast of New South Wales), Banksia Villages Limited (Banksia) is a leading provider of independent retirement living and fully accredited government funded residential, respite and home care for older people. All the various residential facilities at Banksia are planned around individual health and wellbeing needs and are co-located on the one site, providing convenience, flexibility, and dignity of choice.

Banksia became an active participant in the ELDAC Linkages program to upskill staff in the provision of effective palliative care services to residents. Seventeen members of staff, across all shifts, have been upskilled in palliative care delivery. The proactive internal palliative care team, comprising of Registered Nurses, Enrolled Nurses, care staff, lifestyle team and kitchen staff, now meets regularly, to develop, discuss and debrief on palliative care resources, guidelines, and toolkits.

Participating in the ELDAC Linkages program has yielded numerous benefits and positive outcomes for Banksia and its residents receiving palliative care. Banksia is now proactive in assessing residents' palliative care needs before admission, with clear communication between Banksia and the local hospital to ensure comprehensive care planning.

With wonderful guidance and support from the ELDAC Linkages program facilitator, Banksia has developed strong relationships with the local community palliative care team, local medical centres, as well as the local hospital care

navigators. This strengthened relationship has led to engaging local health district volunteers to provide support for palliative care residents, and improved access to General Practitioners, who are readily available to address any concerns or queries regarding any of the palliative care residents, at any time of the day or night.

Leveraging several proven ELDAC linkage strategies including role clarification, multidisciplinary team structures, continuous quality improvement, effective communication pathways, and knowledge exchange and upskilling, has greatly enhanced the delivery of quality palliative care to residents.

Regular case conferencing now occurs with residents and their families, allowing for personalised care delivery, addressing individual preferences and providing essential emotional support during such a difficult and highly personal time.

The establishment of regular palliative care team meetings to review the palliative care residents has fostered collaboration and support among staff, encouraging open communication and the sharing of insights and concerns.

Banksia also embraced the educational opportunities made available through the ELDAC Linkages program, with ongoing staff training in palliative care remaining a cornerstone of Banksia's high-performance standards.

Banksia's embracing of the ELDAC Linkages program, including ongoing completion of ELDAC After Death Audits to identify any gaps and opportunities for improvement, demonstrates its commitment to excellence and professionalism in palliative care within the Eurobodalla community.

## Key outcomes

- Embraced staff training with ongoing opportunities to maintain high level of palliative care
- Strengthened relationships with local medical centres and General Practitioners
- Established a regular team meeting for debriefing and review, and staff support
- Improved communication between Banksia and the local hospital



"Banksia would like to take this opportunity to thank our ELDAC facilitator for her guidance and for assisting us with the ELDAC Linkages program. We have learned so much from her. Our team has developed confidence and has been so enthusiastic about delivering the very best available palliative care."

*The Care Manager*