



Bolton Clarke Beechwood



Residential Aged Care



Bankstown,
New South Wales

Goal

To build capacity across our team to provide quality palliative care.

Highlights

- Upskilled teams on palliative approach to care
- Built confidence in new graduate RNs
- Strengthened communication and emotional support to resident and their families
- Improved access to evidence based palliative care resources and information

Bolton Clarke Beechwood (previously part of the Allity Group at time of participating in the ELDAC Linkages Program), is located in Revesby in the City of Bankstown. It is an established facility that provides high-quality aged care in a friendly residential environment.

The team actively worked towards enhancing support for residents and their families to better understand palliative care processes, and guided by the ELDAC Linkages program, they set key objectives.

Through the program, they hoped to build staff confidence in having open, compassionate conversations around palliative and end of life care. A primary focus was selecting and implementing core resources that enable care staff to communicate effectively, ensuring that all parties feel supported and informed throughout the care journey.

For Bolton Clarke Beechwood, building the team's understanding of a palliative approach was essential, with a comprehensive education program in palliative care and advance care planning viewed as a very important step. By incorporating introductory palliative care resources into the new staff orientation program and providing various learning modes, staff had the opportunity to achieve some foundational palliative care upskilling at the start of their employment. The Beechwood leadership team believed that staff, particularly RNs, were gradually gaining confidence, especially in moments requiring sensitive communication with families.

Refreshing their comfort care resources to support clinical care was another important part of this journey. Bolton Clarke Beechwood reviewed and relaunched its palliative care trolley, a fully stocked resource that ensures staff are prepared to support residents at the end of life. Training on this resource is helping the team deliver comfort and quality end of life care with more confidence.

While navigating competing priorities has been challenging, Bolton Clarke Beechwood endeavoured to stay committed to their goals. With leadership transition during the program, regular facilitation and ongoing support continued through their participation in the program to help the team to remain on track. Gradually, the vision for their staff to gain confidence in engaging in meaningful conversations with residents and families, supported by practical tools and resources from the ELDAC Linkages program is being realised.

Through the program, Bolton Clarke Beechwood has strengthened its connections with the Specialist Palliative Care (SPC) team, opening opportunities for resource-sharing and expanded knowledge. This linkage, along with focused training on breaking difficult news and managing case conferences, is improving interactions with families, enabling the team to respond more effectively to residents' needs. Staff have also gained confidence in using end of life medications and discussing topics like opioid medications, enhancing the facility's overall care approach.

Although Bolton Clarke Beechwood was unable to meet all their goals they had set during their participation in the Linkages Program, they still recognise and value the importance of these goals and aim to continue towards positive outcomes. As they work towards improved communication, accessible resources, and growing staff confidence, they move closer to achieving a model of care that honours the dignity and preferences of each resident.

Key outcomes

- Introduced the recognising deteriorating resident flip charts for RNs
- Included palliative care in the orientation checklist for all levels of staff
- Built a resource bank to support our nurses and care workers to plan and communicate with residents and family

"We started out on the ELDAC Linkages program needing support for our palliative approach particularly around building confidence in our teams. Since ELDAC Linkages program and undertaking some key initiatives, we have had significant change through this journey.

We have come a long way and RNs are getting more confident with guiding and supporting end of life care."

Manager

