



# St Sergius Aged Care



Residential Aged Care



Cabramatta,  
New South Wales

## Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Knowledge Exchange and Upskilling



St Sergius Aged Care provides an aged care home-like environment for residents predominately from Russian and Slavic backgrounds. Tailored cultural and religious requirements for residents are met by replicating, as far as practical, the home environment through the provision of home-style cooked meals, observing religious feasts and other cultural customs.

Dedicated St Sergius staff strive to treat all our residents with kindness and dignity and maintain their quality of life at the highest level. Prior to the ELDAC Working Together program St Sergius staff were often presented with the challenge of co-ordinating multiple cultural end-of-life needs and bereavement requirements for their residents and their families.

*“Resident choice and family involvement are extremely important for our residents and their wellbeing. It is always important for residents to make their own choices and to make informed decisions.”*

With assistance from the ELDAC facilitator our communication pathways improved with specialised palliative care services, new policy and procedure guidelines were created, and staff were also more effectively educated through the establishment of a train the trainer program. These enhanced procedures empowered staff to meet the cultural needs of the residents while supporting the grief and bereavement requests of families and communities.

The experience and expertise of the dedicated ELDAC facilitator brought to the management of the cultural requirements of the St Sergius residents has been and continues to be of great assistance.

*“Our ELDAC facilitator was extremely positive, encouraging, understood many of the nuances relevant to our facility and remains extremely supportive.”*

### **Benefits**

- Communication pathways improved across all services.
- New policy and procedure guidelines were developed and implemented.
- Improved identification of staff roles.
- Improved education and upskilling of palliative care staff.
- Review and enhancement of advance care planning systems.
- Capacity building and working together with palliative care services.
- Working within a multidisciplinary team to achieve quality palliative care and advance care planning.

### **Showing a more personable approach to meeting cultural needs**

Following the documented advance care plan, St Sergius staff were able to continue with keeping our resident comfortable and also implement a palliative care kit to show a more personable approach to meeting her cultural needs and supporting the family through the bereavement process.

*“Our participation in the ELDAC Working Together program made our staff more aware of what we needed to update. I can now say that we are more confident in the management of palliative and end-of-life care while respecting the cultural needs of our residents”*

*Clinical Care Co-ordinator,  
St Sergius Aged Care*

*“our communication*

*pathways improved”*

