



# Kaloma Goondiwindi



Residential Aged Care



Goondiwindi,  
Queensland

## Linkage Strategies Used:

Written and Verbal Communication Pathways



Multidisciplinary Team Structures and Processes



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Kaloma is an 80-bed rural aged care home located in Goondiwindi offering all levels of care including palliative and dementia care. With strong links to the local community, Kaloma is passionate about ensuring those in care have the opportunity to remain and be cared for in Kaloma and to consider it 'home'.

*"We were doing end-of-life care well but we found we could do it even better."*

Prior to the commencement of the ELDAC Working Together program, Kaloma staff were wanting confidence in approaching advance care planning, palliative care and after death care especially for Aboriginal and Torres Strait Islander residents and their families. Kaloma was keen to build on their systems, their networks and staff capacity to provide quality palliative care for residents and families. With limited direct access to specialist palliative care services, Kaloma staff relied on support from the community health nurse (via the hospital) and experienced resource challenges often evident in rural communities. Upskilling resident nurses to improve their confidence in symptom management and assessment and, advocating for the resident (to the doctor) became a key priority.

Participating in the ELDAC Working Together program helped Kaloma improve the documented clinical pathway for end-of-life care as well as improving network connectivity. A palliative care focus group has been established to support and embed palliative care as core business at Kaloma introducing service level changes to improve quality palliative care outcomes.

*"There is certainly power in everyone working towards a common agenda – to look after our community and their families. Building capacity with staff through mentoring is providing more than qualitative palliative care outcomes for their residents and extended families. Quite simply, it is inspiring!"*

The provision of tools and resources, as well as resource support, has allowed staff to provide a higher level of culturally aware safe care through advance care planning, palliative care and after death care.

With a focus on community connection and country town hospitality, many residents now consider Kaloma their home and part of their family network.

*“Providing our staff with the tools to confidently facilitate what can traditionally be difficult conversations has been one of the many benefits of participating in the program.”*

### Benefits

- Increased staff awareness, confidence and education.
- New resources, tools, policies and guidelines for resident care planning and management.
- Increased General Practitioner (GP) confidence in anticipatory prescribing with increased RN skills.
- Networks developed to support integrated care.

*“improving network*

*connectivity”*



### The value of palliative care and bereavement support for loved ones.

Mrs Carter had lived in Kaloma for many years and her family, particularly her son visited her regularly and they had enjoyed many happy family occasions together. As Mrs Carter approached her end-of-life, we discussed her deterioration with her son who was distressed by the thought of losing his mum and of her evident signs of deterioration.

In our Palliative care focus group, we discussed the complexity around Mrs Carter and her son and his distress with presenting end-of-life symptoms. We were able to put into practice our recent focus group discussions on managing symptoms at end-of-life. We recognised the needs of both Mrs Carter and her son and made a plan forward that could support them. We planned with our team that we would approach and explain symptoms that presented and provide optimal emotional support.

Our staff had learnt to recognise when a family member may need extra support and to identify the possible emotional cues presenting. Our team were clear how to manage this if identified, who and how they could escalate support to help the family. We had identified the importance of a consistent approach and discussed this together as a team. We ensured that our team had the opportunity to express their concerns and provided extra information and resources to support any staff distress or concerns.

Mrs Carter died peacefully at sunrise one early morning. She was calm and family were by her side and at peace. Her family expressed how extremely grateful and appreciative they were for the care of their mother and the strong professional support they received.

The Palliative Care Focus Group has provided us with unexpected outcomes such as a support to one another and a consistent approach and the opportunity to share our own concerns and discuss them openly.

*Tenneille Aguilar, Director of Nursing / Facility Manager, Kaloma*