



Sundale



Residential Aged Care and Home Care



Queensland Sunshine Coast

Palmwoods Care Centre

Bowder Care Centre

Rod Voller Care Centre

Sundale In Home Care

Goal

Strengthen staff confidence, skills, and knowledge through education; develop existing relationship with the local Specialist Palliative Care Team; strengthen organisations advance care planning and palliative care processes.

Sundale is a community based, not for profit aged care organisation that supports the needs of its community through retirement communities, residential care centres and in-home support services. Sundale has been a part of the Sunshine Coast community since 1963 and is proud of its heritage and strong foundations.

As an organisation that places great importance on the provision of palliative and end of life care, the ELDAC Linkages program provided a perfect opportunity to reinforce relationships with local palliative care services and strengthen existing palliative and end of life processes. Four Sundale services participated in the program, including three residential care centres (Palmwoods, Bowder and Rod Voller) and one in-home care service.

Sundale's improvement goals included strengthening staff confidence, skills, and knowledge through education; developing existing relationships with local Specialist Palliative Care Teams; and strengthening advance care planning and palliative care processes.

One of the key outcomes of Sundale's participation in the ELDAC Linkages program was the development of a palliative care and advance care planning working group, which now meets quarterly and includes clinical nurses, palliative care champions, lifestyle coordinators, and the learning and development team. The working group provides a forum for sharing resources, reviewing after-death audits, reflecting on what was done well and identifying areas of improvement.

Sundale have been able to improve their collaboration and working processes with the local Specialist Palliative Care Team, with the three residential care centres now participating in fortnightly 'care rounding' meetings.

The routine completion of the ELDAC After Death Audit for all deaths was implemented into practice. An 'after-death checklist' was also created and has improved resident's family and staff bereavement support. The checklist, similar to an admission or discharge checklist, includes communication to key personnel when a resident passes away, including, for example with pharmacy and allied health.

Additionally, Sundale's existing weekly consumer review meeting has been expanded to include advance care planning and palliative care elements. A multidisciplinary team attend the consumer review meeting, chaired by a clinical nurse at each site, to discuss incidents and trends (a template was developed to support this multidisciplinary meeting).

The ELDAC Linkages facilitator supported each Sundale service to develop their program teams, undertake self-assessments, create individual action plans and work toward their improvement goals. Regular meetings, communication, navigation to appropriate resources and availability to problem solve, assisted each service to achieve their desired objectives.

Highlights

- Sundale hosted a 2 day Palliative Care Conference
- Improved connections and processes with specialist palliative care providers
- Sundale Palmwoods held an advance care planning event for residents and families with support from the local specialist palliative care service

Key outcomes

- Development of a palliative care and advance care planning working group to support and sustain improvements
- Improved working relationships and processes with specialist palliative care providers including implementation of regular 'needs rounding'
- Implemented fortnightly coordinators meetings to discuss and review clients care requirements (within the Sundale In Home Care Service)
- Improved collaboration with the Sundale Learning and Development team to support orientation of new care and registered staff to include palliative care and advance care planning training



Sundale Palliative Care Conference

Sundale together with support from the ELDAC Linkages facilitator, primary health network, local specialist palliative care services and Sundale's Learning and Development team, hosted a two-day palliative care conference attended by nurses, carers, aged care workers and volunteers.

Key components of the program included:

- ELDAC and Linkages program overview
- Specialist Palliative Care Team: identifying deterioration, advance care planning, difficult conversations and symptom assessment
- Panel discussion on 'Needs rounding'
- Primary health network key initiatives outlined
- Nurse Practitioner presenting - Voluntary assisted dying
- Residential and care support services: preventable hospital admissions

The conference was a great success and improvements in knowledge, skills and confidence of staff were demonstrated.



"The ELDAC project has made a real difference in the lives of our residents. The learnings that we have received has made it possible for us to provide our residents with a higher quality of end of life care. The project has also helped to improve the morale of our staff and we are all grateful for the opportunity to learn new skills and techniques."

Service Manager, Sundale Bowder

"Increased awareness for the team and knowing there is always external support and resources that can assist with those 'difficult' conversations or concerns with end of life care."

Facility Manager, Sundale Rod Voller

