



# Barossa Village



Residential Aged Care



Nuriootpa,  
South Australia

## Linkage Strategies Used:

Written and Verbal Communication Pathways



Multidisciplinary Team Structures and Processes



Designated Linkage Workers



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Barossa Village provides residential care, community care packages and independent living support to aged people living in the Barossa region. The organisation has an integrated care model which supports people at all stages of their ageing journey.

Before commencing in the ELDAC Working Together program, Barossa Village Residential Aged Care had limited connections with the local palliative care network and a lack of clear referral pathways for specialist support. Upskilling was also needed for staff along with an evidence based clinical deterioration tool that could be easily used to assess residents. The ELDAC Working Together program enabled Barossa Village to identify gaps in its palliative care pathways and strengthen care delivery.

*"We needed new guidelines and tools to help our staff identify deterioration indicators and facilitate conversations about end-of-life choices with residents and their families."*

As part of their participation in the ELDAC Working Together program, Barossa Village hosted a palliative care symposium to bring together the region's specialists in end-of-life care, General Practitioners and other local service providers. Speakers discussed innovative programs and best practice for end-of-life care. The event encouraged networking with other acute care and community palliative care services, and gave Barossa Village an opportunity to showcase its achievements through the ELDAC Working Together program. The symposium helped the organisation establish mutually-beneficial relationships to increase staff support and improve care pathways.

*"Our participation in the ELDAC Working Together program helped us to identify best practice and to plan how it was applicable in our environment."*

A new link nursing role to lead and coordinate initiatives and support best practice has been an integral part of the organisation's transformation. The role liaises with families and other care providers, provides clinical support and education

to staff, monitors palliative care pathways for residents, and conducts After Death Audits to identify opportunities for improvement.

A Palliative Care Module has been integrated into the orientation program for all new staff. Allied health is now incorporated into end-of-life care for a multidisciplinary approach that supports our residents.

Barossa Village has also integrated an updated Palliative Care Pathway into its software systems and developed a daily assessment tool to help staff implement and monitor palliative care as part of routine practices.

## Benefits

- Enhanced engagement with local General Practitioners (GPs) and palliative care services.
- More opportunity for position upskilling.
- Improved palliative care pathway.
- Increased support to residents and their families through the end-of-life care.
- Improved bereavement care.



## A foundation of relationships and linkages

We believed we had a strong and effective approach to palliative care. We based this on our everyday practices and the feedback we received from our residents' families. As an aged care provider we have always listened to the feedback of our residents and their families and were excited to participate in the ELDAC Working Together program to continue to grow and improve.

The most significant achievement from this project was our Barossa Palliative Care Symposium. Keynote speakers included Dr Chris Moy President, Australian Medical Association (SA) who spoke about the Seven-step Pathway. Juliane Samara, Nurse Practitioner, Calvary Health (ACT) also presented compelling research about the value of palliative care rounds. The expert speakers gave our staff access to best-practice knowledge and the

event was attended by medical staff, and clinical and management teams from other aged care facilities and hospitals in the region. This created opportunities for our services to take a more collaborative approach. We also shared our ELDAC Working Together program achievements for other aged care facilities to learn from. The connections we made through the symposium will help ensure our team members receive the specialist palliative care support they need to deliver high-quality, evidence-based care for our residents.

Thanks to our ELDAC Working Together program experience we will continue to develop connections and opportunities for the advancement of palliative care in the Barossa region.

***Matt Kowald, General Manager,  
Residential Care Services***