



Coolibah Care



Residential Aged Care,
Home Care



Mandurah,
Western Australia

Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Multidisciplinary Team Structures and Processes



Formalised Agreements and Plans



Designated Linkage Workers



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Coolibah Care is an independent, not-for-profit aged care provider for the Mandurah community. The organisation provides residential support, including specialised dementia and palliative care, home care, respite services and independent living options. Coolibah Care aims to make every day the best it can be for their residents and clients, and supports people to live well as they age.

The organisation had well-established processes for palliative and end-of-life care. However, it was difficult to evaluate and identify further improvements due to a lack of focused dedicated resources and assessment tools. There was also a lack of cohesiveness within the multidisciplinary team resulting in different experiences for every resident. Staff knowledge and confidence in this area could be improved and required upskilling to feel more comfortable in their roles.

Through the ELDAC Working Together program, Coolibah Care gained access to valuable tools and educational resources, and achieved more cohesiveness within their multidisciplinary team.

Staff training and upskilling also expanded the organisation's capacity to review and improve palliative and end-of-life care.

Palliative Link Team meetings have been initiated as part of the new approach and these provide opportunities for staff to debrief and revise care approaches.

Benefits

- Access to resources and tools to conduct reviews and support decision-making.
- Referral pathways and common goals for residents are now clearly communicated. This has resulted in a more cohesive approach by the multidisciplinary team.

"The ELDAC facilitator provided expert knowledge particularly in relation to best practice guidelines and resources."



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Miriam’s Story

Miriam joined Coolibah Care Residential Aged Care Facility more than four years ago when she began working with residents in a low-care wing. This has evolved into an area that cares for residents from admission through to end-of-life.

I really love my job as a carer to our residents. It is very rewarding when you can connect with them and make them smile. However, when it came to palliative and end-of-life care, I wasn’t really sure what those words meant. I lacked confidence and even doubted my abilities. I really welcomed the opportunity to do further training because I needed more guidance in this sensitive area of care.

I found the training changed my ideas about my role as carer. I developed more clarity and a clear vision that didn’t exist before. I am much more confident in providing not only physical care but also emotional and spiritual care. This is very rewarding. I also feel more comfortable with the residents I care for as well as their family and friends.

I have learnt so much and try to share this knowledge with my colleagues, especially when we are delivering end-of-life care. I believe it has really benefited the whole team which is great for everyone, especially residents and their families.

The newly-introduced Palliative Link Team meetings have enabled me to learn from peers and to transfer the information I’m learning, such as communicating signs and symptoms, to my manager. The meetings are invaluable and also provide opportunities to debrief when residents have passed away and we can identify anything we could have improved.

I now feel much more confident with residents, their families and my peers. I feel more at ease and the program has provided the guidance and ongoing mentorship I needed. This isn’t something I could have learnt in a classroom and it was really important to have everyone working together to improve our end-of-life care at Coolibah.

Miriam, Care Worker