



Longridge Aged Care



Residential Aged Care



Naracoorte,
South Australia

Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Multidisciplinary Team Structures and Processes



Designated Linkage Workers



Knowledge Exchange and Upskilling



Longridge Aged Care offers a seamless transition between village independent living for more than 50 residents: who can then transition into high level care within the adjacent residential care home.

With an ageing demographic, Longridge Aged Care provides palliative care services to the aging for both the community members of the small rural town and their extended family should they wish to return home at any point through their palliative care journey.

While Longridge clinical staff were well versed in end-of-life care, the ELDAC Working Together program provided care workers with the opportunity to be trained and upskilled in the provision of palliative care.

One of the primary focuses of the ELDAC Working Together program for Longridge Aged Care was to empower their staff through knowledge translation and upskilling. Through the program, the facility strived to deliver a high-level palliative and end-of-life care.

"Our care staff are at the forefront of our care every day and being able to upskill them by building on their skills, knowledge and confidence has allowed our team to work seamlessly providing quality end-of-life care."

Longridge Aged Care provided targeted in-house training for their care staff which provided them with the opportunity to stay within the aged care home and receive real world training.

The implementation of a formal assessment framework and provision of the corresponding tools through the ELDAC Working Together program provided a consistent and timely palliative care guide. In addition, access to onsite training and the provision of education resources helped staff identify, the actions and critical milestones of end-of-life care.

"The After Death Audits identified those things we needed to set 'in train' earlier – ensuring our care planning was structured, proactive and holistic."

Upskilling all care staff as the 'eyes and ears' of Longridge combined with a guiding framework and support tools has provided a level of care that has exceeded expectations."

Staff themselves have conveyed the pride and confidence they now have in both recognising deterioration and in communicating with residents and families.

“Through the ELDAC Working Together program we’ve been able to both identify and overcome challenges that allow our multidisciplinary team to deliver quality palliative care.”

Longridge took a systematic approach to embedding a palliative care culture into their workplace through the ELDAC Working Together program which include:

- Improved end-of-life care plan documents, systems and processes.
- Access to the ELDAC website and residential toolkit provided resources, linkages, and education, targeting all levels of staff.
- The after death audits were an effective tool that we will continue to use and embed into our practice.
- We reviewed and updated our grief and bereavement approach for families.

Through the experienced and dedicated ELDAC facilitator Longridge Aged Care were able to identify regional networks and develop improved linkages between the various services including specialist palliative care, local acute services, local medical practice, and other aged care homes in the area. Through these networks we have been able to make real progress building knowledge and support between various sites operating independently.

The knowledge we gained through our ELDAC experience and the resources and tools have provided Longridge with the professionalism to steer our residents to a peaceful end-of-life – for both the residents and their families.

Our staff are feeling more comfortable with increased confidence to deal with the care.

ELDAC has been a wonderful project for us and changed our practice forever!

*Elizabeth Broadstock, Executive Officer,
Director of Care*

Benefits

- A comprehensive review of all palliative care policies and procedures undertaken.
- Developing and growing regional networks and local partnerships.
- Improved understanding and education for all levels of staff.
- Review and enhancement of bereavement system.
- Embedding the seven-step pathway.
- Increased staff confidence and empowerment.

“The facilitation was outstanding. We were engaged through resources and continually motivated.”

