



## Questions to ask to ensure quality end of life care in an aged care home

If the person you are caring for is in an aged care home (also called a residential aged care facility) then it is important to understand how end of life care is provided and how they will communicate with you about end of life care.



### Suggestions to facilitate a conversation about end of life care

1. Explore how communication works between the staff and family.
  - Who is the best point of contact?
  - Who do I talk to if I have concerns about the person's care?
2. Ask questions about how the aged care home provides a palliative approach?
  - What palliative care training do the staff receive?
  - Who provides palliative care (it may be the nurse, visiting GP/nurse practitioner, or specialist)?
  - Does the aged care home have a relationship with the local specialist palliative care team/will the person be able to receive specialist palliative care if they require it?



3. Discuss a clear Advance Care Plan with the aged care home. Ensure everyone knows what the person's end of life wishes are. Be clear about the person's wishes regarding any future hospital based care, and any preferences for where there would prefer to be for end of life care. Include how you would like to be involved in the person's care at this time.
4. Explore how staff recognise when the person is close to dying?
  - What processes are in place to recognise dying?
  - How will they communicate this to you?
  - How will the staff manage end of life symptoms?
  - Can the aged care home access end of life medicines and manage end of life medicines?
5. Ask about who is available for you, and your loved one in care, to talk to if you or they need emotional support?
6. Consider ahead of time what arrangements will be after the person dies, such as who will contact the person's key contacts, who the funeral director will be etc.

### More information

There are many resources to help you:

- [Defining quality care on the Aged Care Quality and Safety Commission website](#)
- [When someone dies in Residential Aged Care - Grief and Loss for Families booklet](#)
- [Resources on the My Aged Care website](#)

