

Commonwealth Home Support Programme

Better Practice Approach

19 September 2017



Funded by the Department of Health

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Welcome to MAC

- Have you registered?
- Introduce yourself to someone new
- Please switch off your mobile phone
- Help yourself to tea or coffee
- Restrooms are down the corridor
- In case of emergency follow the EXIT sign and we will meet at the front of the building



Kaurna Acknowledgement

Adelaide and its surrounds are nestled within the lands traditionally owned and protected by the Kaurna people and their forebears for many thousands of years. Throughout the Adelaide Plains, the Kaurna people have performed age-old ceremonies of celebration, initiation and renewal. In convening this meeting, we take the opportunity to acknowledge and honour the Kaurna people's traditional ownership of this land, their living culture and the unique role they have played in the life of this region.



Plan for Today

Better Practice Approach in:

9:30am-11:00 CHSP and Home Care Standards
Compliance

11:15-13:45 Quality Management Systems:
Risk Management & Continuous Improvement

three optional Governance sessions

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Commonwealth Home Support Programme

Better Practice

9:30am-11:00am

CHSP and Home Care Standards Compliance



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CHSP

Commonwealth Home Support Programme

is one consolidated programme that provides entry-level home support for older people who need assistance with daily living to keep living independently at home and in their community for as long as they desire and are able to do so.

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CHSP Programme reference



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CHSP



The **Commonwealth Home Support Programme Manual** has been produced to spell out what is required of providers in the delivery and management of the CHSP.

The Programme Manual forms part of the grant agreement between a provider and the Department.

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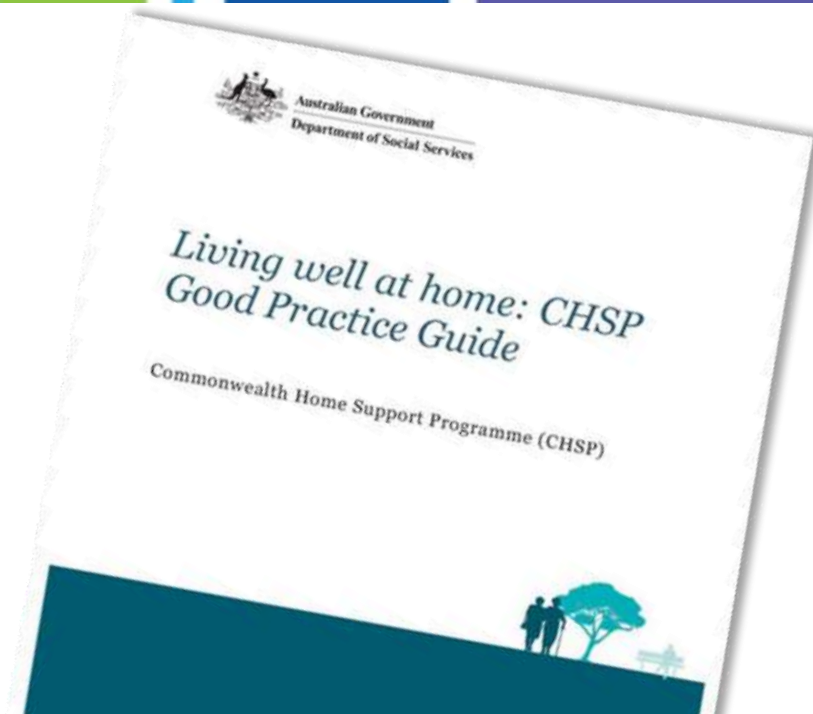


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CHSP



The **Good Practice Guide** is intended to complement the Programme Manual and support the take up of wellness approaches in home care services.

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Accountability Framework

Living Well at Home: CHSP Good Practice Guide

- Provides information
- Helps an organisation adopt restorative care approaches
- Not prescriptive, just a guide
- Concepts and principles
- Expectation of Government



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Understanding and Managing requirements

Read through:

The CHSP Manual and Guidelines

The Service Agreement

- Activity Details (Objectives; Description; Performance Indicators and Measures – DSS Data Exchange Protocols)
- Activity Specific Insurance(s)
- Acquired List of Assets



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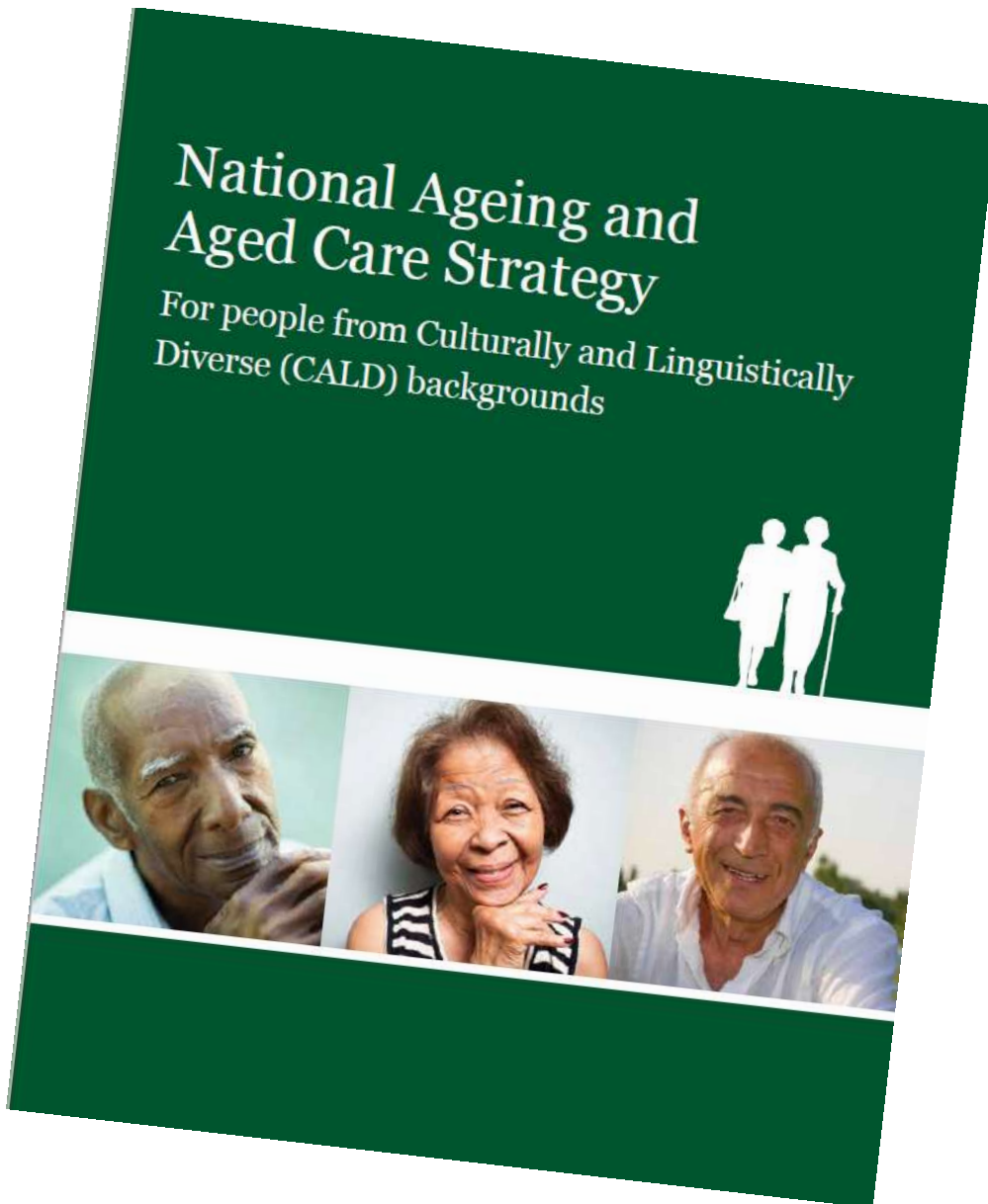
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5 principles

- Inclusion
- Empowerment
- Access and Equity
- Quality
- Capacity Building

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Consumer directed Care (CDC)



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CHSP Philosophies

In partnership with a **restorative care approach** (incorporating **wellness** and **reablement**), **consumer direction** under the Commonwealth Home Support Programme will drive a **model of service delivery** that focuses on a **client's life goals and strengths**.

It will empower individuals to **take charge of**, and **participate in, informed decision-making** about the care and services they receive.

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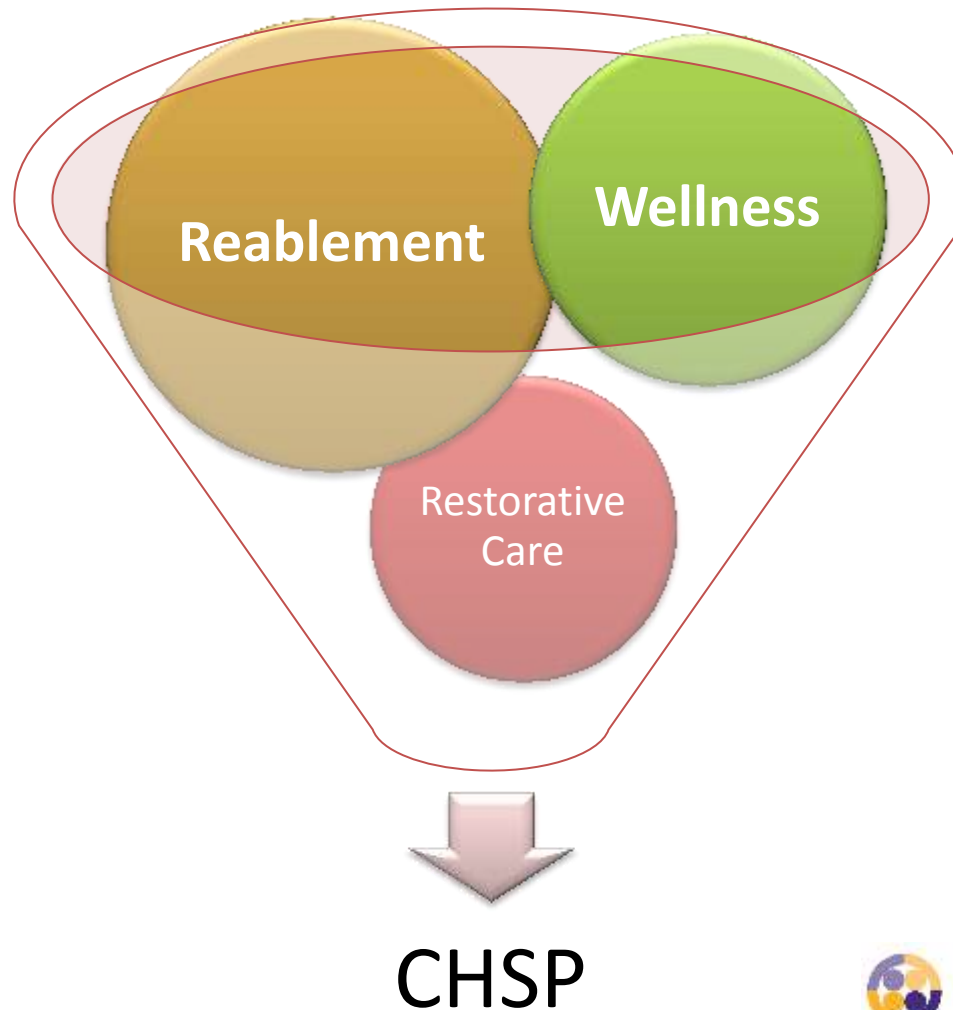


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Aged Care Approach



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Wellness framework

'...an approach that involves assessment, planning and delivery of supports that build on the strengths, capacity and goals of individuals, and encourage actions that promote a level of independence in daily living tasks, as well as reducing risks to living safely at home'

1. Identifies abilities & potential
2. Holistic
3. Changing needs
4. Appropriateness of service
5. Assesses & develops goals
6. Doing '**with**' rather than '**for**'
7. Emphasises activity & service user participation



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Doing 'With' not 'For'

About 'encouragement' and 'support', not taking over

- Showing clients, then withdraw
- Demonstrate skills to clients, practice with them
- Source information for clients
- Introduce clients to activities
- Accompany clients to shops
- Assist with cooking, not take over
- Giving time and space to clients
- Celebrate successes



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What do we need to do about **Wellness?**

- Ongoing approach
- Interpret the Support Plan (applying **wellness** lens), consult with My Aged Care RAS to review
- Consult with client – a partnership (not a passive care recipient)
- Work with clients and carers, on maximising their independence and autonomy
- Build on the strengths, capacity and wishes of clients, encourage actions that promote self-sufficiency
- From 'doing for' to 'doing with' - service delivery
- Be alert to changing circumstances and goals of client

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Wellness (Approach & Philosophy)

- Applied across all service outcomes
- Assessment, Support Planning, Delivery
- Autonomy, independence of living, active involvement
- Builds on strengths & capacity
- Community engagement, quality of life



Reablement

- Is reablement appropriate? (**Assessment**)
- Complimentary, specific, targeted, time limited, measurable improvements
- Embedded within assessment, referral and service pathway
- Training in a new skill
- Home modification, equipment, technology
- Medication education, strategies to reduce falls, daily physical activity program
- Holistic Reablement approach



Restorative Care (Functional Goals)

- Complimentary, specific, targeted, time limited, measurable improvements
- CLINICAL ASSESSMENT
- Evidence based interventions
- Client has potential for functional gain,
- Goals & reviews
- Allied health & therapy
- Smaller sub-set of people

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Activity

Discuss as a group:

Expected Outcome **2.3 Care Plan Development**

- What steps are involved?
- Can you see how Wellness, Reablement, Restorative Care and Consumer Directed Care are addresses and unpacked?
- What CALD perspectives can you see in your clients' Care Plan Development?

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Activity

Discuss as a group:

Expected Outcome **2.3 Care Plan Development**

- What evidence my organisation might provide to demonstrate meeting the outcome?
- How it might be best presented?
 - Interviews: with who? What might they be able to discuss?
 - Documentation: what? What might this demonstrate?
 - Observation: what and where this might happen? what might this demonstrate?

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CHSP service types

- **Meals and other food services** – home or center
- **Transport** – through vouchers (approved by doctors) or subsidies
- **Domestic Assistance** – general house cleaning, accompanied shopping, linen services
- **Personal Care** – self care, administration of medicine



CHSP service types (cont.)

- **Home Maintenance** – minor home maintenance or repairs, garden maintenance
- **Social support individual** – visiting, telephone/Web contact, accompanied activities e.g. shopping
- **Allied Health** – e.g. Podiatry, Physio, Psychologist, speech pathology
- **Good, Equipment & Assistive Technology** – self care aids, support and mobility aids, reading aids, communication aids



Aged Care Services

- Residential Care
- Home Care Packages (four levels)
- Community and Home Support Program (CHSP)

CHSP is one of Aged Care Services for

- everyone aged 65 and over

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How to apply for CHSP

www.myagedcare.gov.au

or

Phone 1800 200 422

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www.myagedcare.gov.au

The screenshot shows the homepage of the myagedcare.gov.au website. At the top, there is a navigation bar with the Australian Government logo, the myagedcare logo, a search bar, and a phone number 1800 200 422. Below the navigation bar, there are several tabs: Getting started, Help at home, Aged care homes, Costs, Find a service, Quality and complaints, and Login. The main content area features a large banner image of an elderly woman and a caregiver in a kitchen. Below the banner is a call-to-action box that says "Find the help you need with My Aged Care" and "Start here". To the right of the banner is a vertical menu with icons and text: "See what others have done", "Caring for someone", "Estimate aged care fees", "National Relay Service", and "Other languages". Below the banner and menu is a "Latest news" section with a date of 26 February 2017 and a headline about changes to home care packages. At the bottom of the main content area are three columns of links: "Types of services" (Help in your own home, After-hospital (transitional) care, Respite care for carers, Residential aged care homes, Short-term restorative care), "Eligibility and assessment" (How assessment works, Eligibility for chosen needs), and "Further information" (Resources, For service providers, For health professionals, About us, Legal information). The footer contains navigation links for "A-Z list of all topics", "Site map", "Contact us", and "Other languages", along with social media icons and a disclaimer.

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Home Care Standards

- Assist providers in **delivering high quality care** for their care recipients
- Inform care recipients of the **standard of care** they can expect to receive
- Support providers in **achieving quality** in administering and managing their services
- Provide a basis for promoting and delivering service delivery as part of the broader regulatory framework for **ensuring quality** in the delivery of Australian Government-subsidised aged care services in the community



Understanding and Managing requirements

Commonwealth Home Support Programme Manual is the operational guidelines and include, without limitations, the:

- Home Care Standards
- Living Well at Home: CHSP Good Practice Guide
- Fees Policy
- Guidelines for the Aged Care Complaints Scheme
- CHSP Police certificate Guidelines



Understanding and Managing requirements

Read through:

The Activity Work Plan

- Defined: scope; quality; timeframes; budget

Required Reports

- DSS DATA Exchange Protocols
- a copy of Annual Report
- Accounting for the grant i.e. financial declaration
 - Performance Report(s)
 - Service Stocktake(s)
 - Financial Acquittal Report(s)

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Accountability Framework

Full details of reporting requirements are listed in the Grant Agreement for each grant recipient with additional guidance in the *CHSP Programme Manual 2015*

Performance Indicators focus on three key questions:

- 1) Are we achieving what we expected?
- 2) How well is it being done?
- 3) How much is being done?



Accountability Framework

Financial reporting:

to provide financial reports as stipulated in the Grant Agreement with the Department

Programme reporting:

to provide information in accordance with the DSS Data Exchange Protocols or as otherwise stipulated by DSS

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Accountability Framework

Quality:

to adhere to a set of quality standards, as stipulated in the Grant Agreement with the Department, which are designed to encourage providers to evaluate and continuously improve both the quality of their service delivery and the systems/processes in place that ensure service quality, and cooperate with the Australian Aged Care Quality Agency.

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The screenshot shows a web browser window with the URL <http://www.aacqa.gov.au/providers/home-care>. The page header includes the Australian Government logo and the text "Australian Aged Care Quality Agency". A search bar is located in the top right corner. The main navigation menu includes "Home", "Consumers", "Providers", "Assessors", "Publications", "About Us", and "Contact Us". The "Providers" menu is active, and a sub-menu on the left lists "Home care", "Flexible care", "Residential aged care", "Education", "Letters and posters", and "Promoting quality". The main content area displays the breadcrumb "You are here: Home > Providers > Home care", followed by the heading "Home care" and the sub-heading "Quality review guidelines". A link for "Access a PDF copy of the Quality review guidelines" is provided. The text explains that the guidelines provide information about quality review processes and assessment contacts. A contact email guide@aacqa.gov.au is listed for feedback. Below this, there are sections for "Process" (with a link to "The quality review process") and "Resources" (with a link to "Resources for home care and residential aged care" and a sub-link to "Letter and poster collection").

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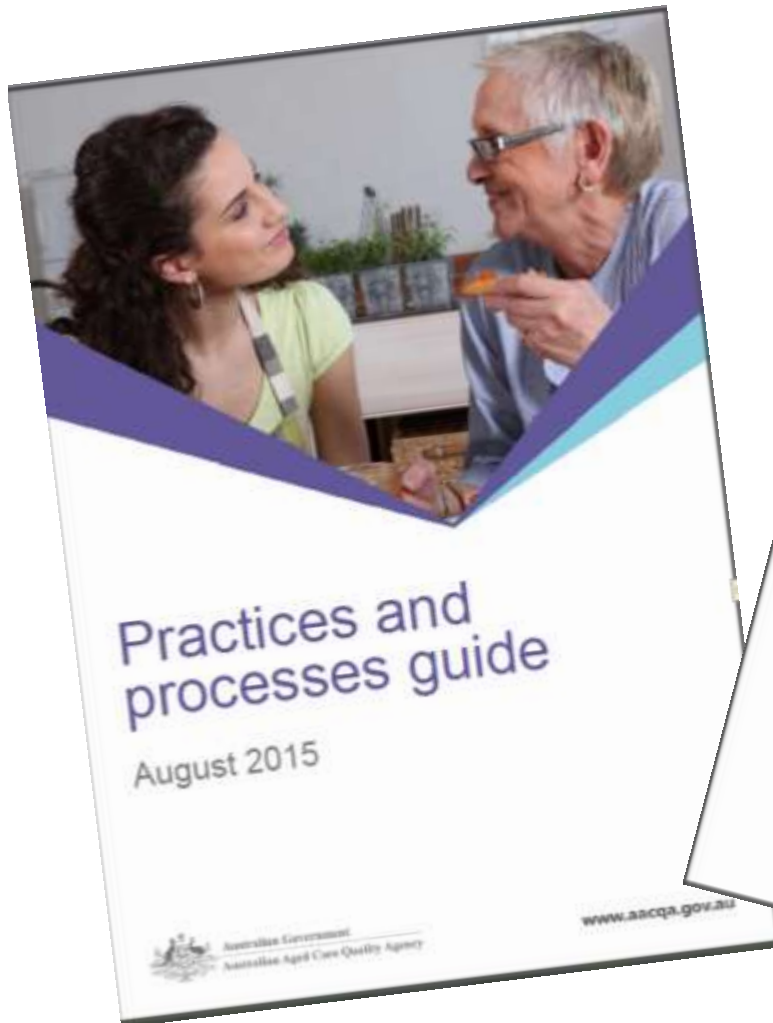


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Quality Reviews



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Quality Reviews

Service provider's systems and processes are assessed to determine how they meet the Home Care Standards to ensure:

- Safe, high-quality services are delivered
- Service provision meets the identified needs of care recipients



Quality Review process include:

- Planning for the quality review
- Notification of the quality review
- Quality review preparation
- Conducting quality review
- Quality review reporting
- Plan for continuous improvement (PCI)
- Timetable for improvement (End of TFI)
- Continuing failure to meet the HCS





Activity

Paths to Compliance - **Document Control**

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Any questions 

Thank you
for completing your Evaluation Forms
– this will assist us to
improve the quality of our service

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Thank you for attending

If you have any further questions,
CONTACT MAC by:

tel: 8241 9900

fax: 8352 1266

e-mail: macsa@mac.org.au

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