



**Engaging Consumers in Consumer Directed Care -
Creating the Vision**

Presentation

Western Linkages Regional Forum

Mon 14th Nov 2011

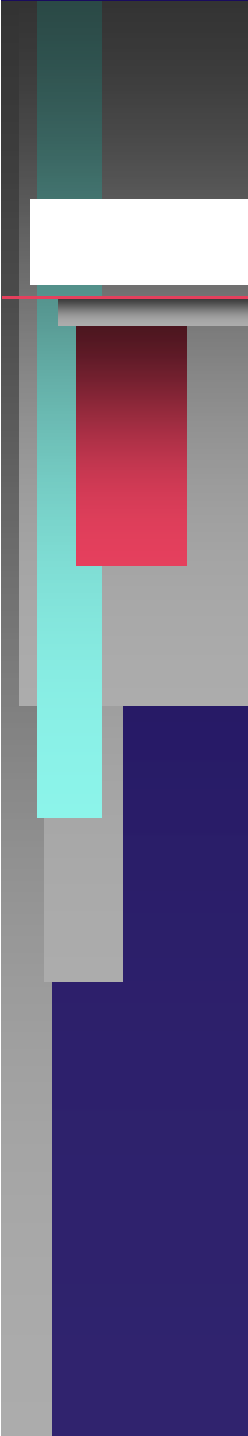
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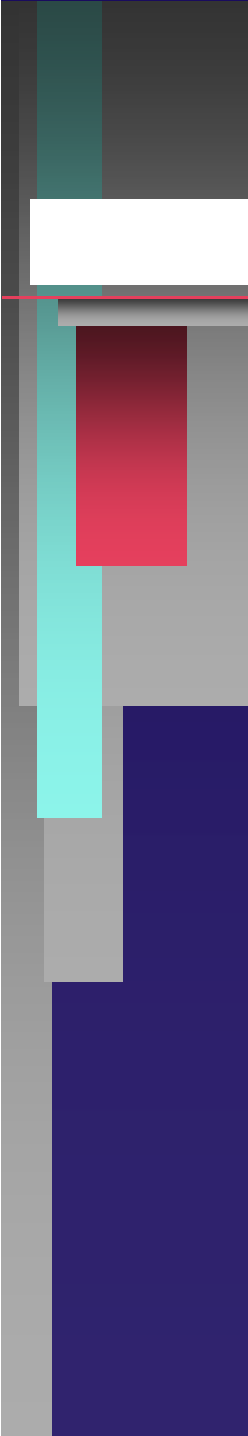
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Consumer Directed Care

- The CDC model is based on giving people greater control and autonomy over their own lives by giving them control and choice of the services they receive and respecting the choices they make.

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- **Firstly there must be a change in power from the care professional making the decisions for the clients to the clients making decisions themselves.**

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- **We must show belief in the person's ability to self-manage letting go of the expert role and becoming a collaborative partner.**

Themes from consumer forums

- **What the hell are you talking about?**
 - *Jargon is isolating, keeps what is on offer a secret and controls what is given.*
 - *It's not a matter of having one discussion and the decision being final, it may take numerous conversations.*

Themes cont.....

- **Learn to think for yourself**
 - *Hardest thing is stepping out and becoming a person in their own right.*
 - *We need to find ways to build their capacities to build their confidence to take CDC on.*

Themes cont....

- **Need to find their strengths**
 - *Our services exist to address their deficits and sometimes these deficits can become all consuming and swallow up their identity as a unique individual.*
 - *We need to be patient and give them time to find their feet and to break down the current conforming system.*

Themes cont.....

- **Reluctance to take control**
 - *Some had difficulty to understand the concept and wondered why we wanted to change something that wasn't broken.*
 - *Overwhelmed with the thought of having to manage the administrative side of their packages.*

Themes cont....

- **A consistent person**
 - *In their lives who can help them to understand the concept of CDC, to find the information that is relevant to their situation, to decipher this information and then help to access the service they choose.*
 - *To show genuine interest in them.*

Themes cont....

■ Time

- *They want to think things over.*
- *Discuss with their families.*
- *To be able to come to us with questions to clarify.*
- *Some will need time to learn how to make decisions for themselves.*
- *They need time to find out just what they need.*

Themes cont...

■ Information

- *They want to understand their options*
- *We need to enable them to fly free to find what would be their best solution rather than provide a list or a catalogue.*
- *They need to explore their imaginations and not be blocked by the boxes we have been putting them into for the last 20 odd years.*

Themes cont...

■ Social isolation

- *To successfully self manage included having meaningful relationships and being able to sustain their emotional and spiritual self.*
- *Social isolation leads to mental health issues such as depression which would result in a lowered ability to self manage.*

Conclusion

- To enable older frail people to self manage to the degree they can, we must work at their pace, be experts in aged care with knowledge of where to find the information needed and develop more relevant tools to assist in their preparation to self manage.