



Resthaven

Incorporated Est. 1935

An aged care community
service of the Uniting Church
in Australia (SA Synod)





Resthaven Inc

Consumer Directed Care

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Services**

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RESTHAVEN'S INVOLVEMENT IN CONSUMER DIRECTED CARE

- In house trial
- Funded Trial
- Now offering funded packages in four regions (*Two metropolitan regions and two country regions*)

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WHAT IS CONSUMER DIRECTED CARE(CDC)?

- Not just one model
- Your understanding may not be my understanding
- About clients having a say and being in control

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PERSON CENTRED CARE

- What we are doing now
- Clients being involved in decisions – negotiating services
- Understanding and meeting individual needs

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SELF DIRECTED CARE

- The other end of the spectrum
- This model is used in other countries
- Pioneered in Disability Services in Australia
- Clients have total control

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CONSUMER DIRECTED CARE

- Somewhere in the middle
- This is the model in the current aged care trial in Australia
- Offering higher level of choice and control

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MAJOR FEATURES OF CDC

- Using non jargonistic and non controlling language
- Being non judgmental and accepting
- Transparency
- Helping the client to direct their care

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NON JARGONISTIC LANGUAGE and NON CONTROLLING WORDS

- No acronyms
- No jargon
- Reviewing written information
- Learning to converse using non controlling words.

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NON JUDGEMENTAL and ACCEPTING

- Changing worker attitudes
- Shifting of power in the relationship
- Clients are all adults
- Whatever life they have lived

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TRANSPARENCY

- **Honesty is the best policy**
- **Encourage questions and clarify**
- **Organisational transparency**
- **Program transparency**

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HELPING THE CLIENT TO DIRECT THEIR CARE

- Self Assessment
- Clear explanations and written information
- Education sessions offered
- Keep it simple
- Asking for Feedback

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CLIENT FEEDBACK

- A better understanding of the services
- A better and deeper understanding of their own needs
- No need to feel guilty about asking for services
- A better sense of partnership