

**Western Linkages Regional Forum
Consumer Directed Care – What will it mean for me?
Held Mon 14 November 2011**



The Western Linkages Regional Forum Consumer Directed Care – What will it Mean for Me?, was successfully held on Mon 14 November. The Forum showcased some of the current ways that services in the West are utilizing Consumer Directed Care (CDC) principles to increase flexibility and maximize Consumer Control. The forum also sought to include a Dementia focus including CDC models operating with participants who have Dementia and their Carers. The Forum incorporated both Service Provider and the Consumer / Carer perspectives throughout the program. The intention of the organisers was to attract Consumers, Carers and service providers to attend. 84 people participated. Of these 76% were service providers and 24% were Carers / Consumers, which enriched the conversations and workshop outcomes from the day. A broad range of presentations were provided by Resthaven, Domiciliary Care Consumer Group, ACH Group, Uniting Care Wesley Bowden and the Disability Sector. The Forum provided an overview of Consumer Directed Care and teased out the differences between Person Centred Care, Consumer Directed Care and Self Directed Care. The continuum of control was examined with reference to the level of consumer direction involved. International models were discussed as a backdrop to the trials being conducted in SA and in the Western Region. A consumer presentation was developed by the Domiciliary Care Consumer Group. This presentation provided subsequent speakers with an opportunity to showcase how current models have responded to constraints and concerns raised by consumers around the concept. A further opportunity to address these issues was provided by the Panel Session at the end of the Forum.

December 2011

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Consumer Directed Care Forum cont

The Consumer perspective was further highlighted with a presentation from a Carer who has participated in Consumer Directed Respite Care. The flexibility of the model was showcased in the creative use of respite which enabled her to return part time to work to 'recharge' in her professional environment. Issues were also highlighted around dealing with finite financial resources and the difficulty when the package funds were exhausted.

The need to review policies and rethink the position of a consumer not as a 'passive service recipient' was highlighted as a foundation of Consumer Directed Care to empower clients. A further important facet of Consumer Directed Care promoted was the need to remove the jargon from service provider language to avoid alienating consumers with acronyms.

The creativity and flexibility of Consumer Directed Care was highlighted by the range of models showcased. This included the experience of the Disability Sector in the phased approach to self managed funds, an innovative model that enables people to have funds paid into their own bank accounts.

One of the key messages from the day was the need for cultural change amongst service providers to support the implementation of Consumer Directed Care and the benefits of heightened control in terms of consumer satisfaction and raising self esteem. The need for more education for service providers and more information or Consumers to enable them to make informed choices was also highlighted. The models showed that despite the misgivings Consumer Directed Care can be undertaken successfully. Confidence in the concept of Consumer Directed Care was inspired by the models on show and the adaptability of participants to utilize their increased opportunities for control to best advantage.

Consumer Directed Care Service Provider & Consumer Workshop

Feedback was sought on a series of questions during the lunch-time workshop. The questions were developed with a representative from the HACC Innovative Ideas Funding 'Alternative Models' workgroup. The intention was for information gathered from the workshop to be made available to the workgroup and other organisations to further inform the development of models of Consumer Directed Care. The workshop generated lively discussion between Consumers / Carers and service providers around the following questions.

What are the positives and negatives about Consumer Directed Care?;What do Consumers need to enable them to direct their own care?;What do service providers need to do to enable consumers to direct their own care?;What training would staff need to participate in Consumer Directed Care? A full report from the Forum and workshop outcomes is available on the Western Linkages website www.westernlinkages.org.au Western Linkages would like to extend special thanks to the Consumers and service providers across the Western Region who provided presentations, displays and support on the day. Thanks are also extended to the City of Charles Sturt for their generosity in hosting the event.



Participants Joan and Michael Kalina (photo with kind permission from Michael)

Consumer Engagement Task Group Update

The Consumer Engagement Task Group has been very productive since beginning in June 2011. The group has been working on its dual objectives to;

- * Increase Consumer representation in Western Linkages workgroup activities and;
- * To engage Consumers and Service Providers in a project to develop a Regional Forum around a Consumer Engagement theme.

Partnership arrangements are continuing to be established with participating service providers to increase the number of Consumer Representatives participating in Western Linkages Workgroups through sponsorship arrangements. This has resulted in a Consumers participating for the first time in two additional Western Linkages workgroups. A survey was undertaken during the year to update information about the Consumer Groups operating across the West and foster further links across the region. The group concluded the year with the successful Consumer Directed Care forum held in Nov 2011(see article in this edition).

In Home Services Workgroup (incorporating the Complex Domestic Assistance Workgroup) Update

The In Home Services Workgroup has been busy again this year. An abstract has been submitted to the Pathways Through the Maze Squalor and Hoarding Conference 21 & 22 Feb 2012, for the group's work in supporting an interagency approach to working with clients who have complex domestic assistance issues. The Squalor Assessment & Services Flowcharts used as a guide to accessing assessment and services, have also been updated. This is available on our website www.westernlinkages.org.au

Projects have also included an easy guide resource to concessions and rebates for seniors, now also available on the Western Linkages website www.westernlinkages.org.au

The In Home Services Workgroup is continuing to work with Taxi Council SA on the Taxi Transport Project to encourage strategies to improve the experiences of older people and people with disabilities who utilise Taxi transport. Purple Orange (Julia Farr Association) is currently conducting a survey to collect information on the experiences of Access Cab Passengers with a view to improving this service. (see details below)

Accessible Taxi Survey

Purple Orange wants to hear about your Accessible Cabs Stories

Due to the recent concerns raised in the media about waiting lists for accessible taxis for Christmas Day Purple Orange (Julia Farr Group) is seeking to collect the lived experiences of people who are relying on accessible taxis in South Australia over the next few months. Purple Orange will use this information to identify ways to work with the State Government and the Taxi industry to enhance the accessible taxi services available. Accessible taxi passengers are invited to complete a short survey each time an accessible taxi is used until 15 January 2012. Families and friends are also welcome to record their experiences .There is an option to complete the survey by phone. Please call Research Officer Alicia Fidock on (08) 8373 8311 or freecall 1300 857 327. For further information or to access the survey, go to the Purple Orange website www.purpleorange.org.au

Western Adelaide Dementia Planning Group (WADPG)

Through the partnership arrangement established with Alzheimers Australia SA WADPG is pleased to welcome our first Consumer Representative, Mr Fred Tanner. Fred comes to the group with a wealth of experience in the issues important to working Carers and people with younger onset dementia. The Western Adelaide Regional Dementia Action Plan 2010 – 2012 has now been published in electronic version on the SA Government website www.sa.gov.au WADPG participated in the development of this resource and will continue to review progress against the key outcomes specified by the group.



HOMESHARE SA Launch

Homeshare SA was launched on 1 December 2011.

Homeshare is an innovative program, founded on the belief that people have a right to live in their own home with as much autonomy and independence as possible. Homeshare aims to bring together older Householders, with Homesharers, who will live in the home for free and provide up to 10 hours of practical assistance. This practical assistance is negotiated with the Householder, but normally consists of everyday routine tasks, such as laundry, gardening, caring for pets, cooking, shopping etc. Whilst no two arrangements are alike, there are reciprocal advantages for both participants and a level of security and companionship for both the Householder and Homesharer.

A comprehensive assessment process, including reference and police checks for Homesharers, ensures each living arrangement meets the needs and requirements for both Householder and Homesharer. The assessment process also looks at the suitability for a Homeshare arrangement as the needs of *both* Householder and Homesharer are important.

Homeshare SA currently has funding for coverage throughout the Adelaide Metropolitan Area, for all Householders 65 years and over.

Kellie MacGillivray, Homeshare Coordinator, together with Garth Ebelthite, Community Worker for Homeshare, make up the new UnitingCare Wesley Adelaide Homeshare SA team.

For more information, please call Kellie or Garth on (08) 8375 1420.



Better Practice Project Workshop Imagining a Better Life for Older People And Appreciative Inquiry for Adaptive Change Workshops

The Better Practice Project, 'Imagining a Better Life for Older People' workshops proved to be extremely popular with both sessions held in the Western Region during October fully booked.

This workshop introduced the new 'Imagining a Better Life for Older People' Coordinators Handbook which reinforces the new HACC Service Principles, fostering change to a strengths-based approach to assessment and service delivery.

Following on from the success of these workshops the Better Practice Project Appreciative Inquiry for Adaptive Change workshops were held in early December.

Appreciative Inquiry (AI) is a philosophy, practice and learning system that engages people in change by discovering and building on what works. It creates ideas and energy for innovation and leads to powerful outcomes. AI is the underpinning framework for the Better Practice Project Coordinator handbook *Imagining a Better Life for Older People*.

A broad range of organisations attended these opportunities providing them with an opportunity to foster changed practice for improved outcomes.

For further information on the above workshops please contact

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Better Practice Project

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Around the workgroups

Introducing the ~ Social Links & Respite Workgroup ~

The Social Links and Respite Workgroup formed in Sept 2011 from the amalgamation of the former Social Isolation Workgroup and Respite Coordinators Network. This arrangement will initially be trialled for 6 months until March 2012. The group has worked to redefine the objectives to retain the dual focus from both former groups. (see Social Links & Respite information flyer in this edition).

The Social Links and Respite Workgroup will continue to be involved in the further phases of the Cultivating People, Programs & Community Project. This will include the revision, trialling and evaluation of the Better Practice Project training module "Connecting Community & Importance of Family and Community Participation". Western Linkages Consumer Representatives will be invited to a consultation on the draft of the updated module. Members of the Social Links and Respite Coordinators Network will then also be invited to participate in the subsequent trial of the new module.

Cultivating Rural People, Programs & Community

The Social Links & Respite Workgroup is pleased to announce that following the interest shown in the Cultivating People, Programs & Community project by the Adelaide Hills and Murray Mallee regions a funding submission has been developed for HACC Funding Round 27 to expand the workshops to the country areas. The proposed Cultivating **Rural** People, Programs & Community will conduct up to 8 workshops throughout rural South Australia providing an opportunity to share the University of South Australia Alone in a Crowd, (AIAC) research findings, that would not otherwise be available in country areas. The project will facilitate a partnership between Helping Hand Aged Care (Auspice) Western Linkages Project, Uni SA, Better Practice Project and the rural HACC funded Collaborative Projects. It will benefit Carers and Consumers by enabling the findings of the AIAC research to enrich practice in country SA.



Dr Mandy Stanley working with participants at one of the 7 Cultivating People, Programs and Community Workshops held across the metropolitan region during 2011

Projects for 2012 also include plans for a Meet'n Greet with Access2HomeCare staff and Social Links / Social Program coordinators to build further understanding of the breadth of options available in the Western Region.

The Social Links and Respite Workgroup will continue to meet every 4th Wednesday of the month. To accommodate participant's time commitments the group will rotate the meeting time between 1.00 – 2.30pm and 3.00-4.30pm on the next month. All meetings will be held at Domiciliary Care Woodville.

**For further information on any of the Western Linkages Workgroups please contact Susan Sharp
ph: 8440 6737 or email susan.sharp@dfc.sa.gov.au or visit our website www.westernlinkaes.org.au
A diary Dates tab is available as a quick find for meeting dates.**

SOCIAL LINKS & RESPITE WORKGROUP

This workgroup has developed from the amalgamation of the former Social Isolation Workgroup and Respite Coordinators Network and will be trialled from Sept 2011 to March 2012

The Social Links & Respite Workgroup is a regular monthly meeting that brings together service providers who work with older people at risk of isolation and/or loneliness and those who provide Respite. The workgroup provides an opportunity to:

- Break down barriers and work outside your own organisation
- Develop better working relationships and interagency referral processes
- Share information and expertise
- Better plan for services as a region, advocate with the funding body and work towards identifying and responding to service gaps
- Improve the experience of individuals accessing services
- Extend knowledge & creativity to provide greater flexibility and choices in Respite

Participation also provides individuals with opportunities for professional and personal development by building confidence, skills, knowledge and experience in an out-of-agency environment.

Meetings are a friendly environment and commence with welcome and introductions. Most meetings include a 'round robin' where participants can share information about their programs, vacancies and any other issues.

Some examples of what the workgroup(s) have achieved include:

- Developed the Cultivating People Programs & Community - 'Making a Difference to Older People who are Lonely' Workshops in partnership with University of South Australia, Helping Hand Aged Care and Better Practice project. The aim of the workshops was to translate the 'Alone in a Crowd' research into practice.
- Mind the Gap - an online survey collecting data on clients who have fallen between the gaps of social support services. It has collected data on over 100 clients who were turned away from a social support program.
- Respite Snapshot - A regional Service Guide for service providers in the Western Region
- Conversation Café - a fun, interactive workshop to identify regional solutions to some common problems
- Respite Tours Series - to enable service providers, Consumers and Carers to become better informed about Respite choices available
- Improving assessments - an informal training session on the do's and don'ts of conducting a HACC assessment with clients who may be experiencing loneliness.
- Problem solving difficult referrals through a care planning component at each meeting
- Held a Respite Meet 'n' Greet with Respite Coordinators around the Region
- Supported the HACC Travelling Roadshow - promoting community care services at local shopping centres throughout the Western suburbs.
- Conducted a literature review on loneliness/isolation research, using a Uni SA social work student placement.
- Discussed and raised interface issues between Home and Community Care and Community Aged Care Package programs.

Dates of meetings are posted on our website (www.westernlinkages.org.au) under 'diary dates'. Agendas and minutes are circulated via an email distribution list.

For More Information please contact
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E: susan.sharp@dfc.sa.gov.au

A Tribute to Fred Townsend: Western Linkages Consumer Representative

Many of you will remember Fred Townsend who was formerly a Consumer Representative on the Western Linkages Steering Committee. Sadly, Fred passed away in Melbourne on 7 November 2011. Western Linkages enjoyed a long history with Fred who was involved from 2001, initially through the Western Suburbs Dementia Lobby. Fred contributed strongly as a Western Linkages Consumer Representative from 2003 until he moved from Adelaide to Melbourne in 2007. His daughter Jann said that he had come to regard many at Western Linkages as his close friends and enjoyed keeping in touch with the project's developments through the Newsletter. Fred will be sadly missed.

Christmas Closures

Domiciliary Care Dementia Day Program Closures

The Dementia Day Program will be closing down as of **Thursday 22 December 2011**

We will reopen for clients on **Tuesday 10th January 2012**.

We will give all clients a courtesy call the day before they resume just to remind them.

Clients / carers have been issued with a letter advising of the closure and the dates.

Western Linkages Christmas Closures

There will be no Workgroup or Steering Committee Meetings during January 2012. Meetings will recommence in February. For a full list of meetings please see the Diary Dates tab on the Western Linkages Website www.westernlinkages.org.au We look forward to working with you in 2012.

