

Flexible and enabling delivery of Personal Care services

Grampians Region HACC Guiding Principle:

The Grampians Region HACC Program promotes a flexible, person centred and enabling approach to the delivery of personal care services.

The delivery of HACC funded personal care services play an integral role in supporting clients to remain living independently in the community.

Personal care is a service delivered by funded HACC providers and can include, but is not limited to the provision of assistance with:

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| * Showering/Bathing | * Meal preparation | * Medication |
| * Access appointments | * Access to shopping | * Access to social support |
| * Safety checks | * Dressing/Undressing | * Transfers |
| * Continence aids | | |

With the introduction of Living at Home Assessments and the philosophy of a person centred and enabling approach (Active Service Model) to service delivery the provision of personal care services has been significantly enhanced. Growth funding allocated to personal care (2013) has provided a further impetus to change sometimes rigid existing practice to a modern client centred practice.

It is no longer acceptable to offer a 'routine, rigid, organisationally convenient' selection of personal care services. Clients requiring personal care assistance should be assessed by Living at Home Assessment Services to ensure that the service delivery that is offered is based on individual need, is client focused and promotes an active and healthy lifestyle.

This change to practice has led to an expansion of the types of personal care that can now be offered to clients and their support group. For funding purposes personal care is now considered as being: when a support worker is working with the client rather than for the client (home care).

The following suggestions are now being offered as appropriate for inclusion in each organisations personal care selection of services. This list is not exhaustive and all services offered should be based on client needs and preferences. Access to a broad range of personal care services is dependent on the clients individually assessed need and goals and the providers capacity to deliver in relation to staff capacity and competence. Suggestions for personal care enhancement opportunities were sought within the Grampians Region and the following list is reflective of this consultation:

- Participate in **social engagement** activities with the client to build up confidence and independence followed by a reduction and disengagement by the HACC support worker - this could include such things as: accompanying client on public transport; accompanying client to their preferred activities, eg computer classes, coffee with friends, fishing, etc; assisting client to learn how to do something new or relearn how to do something they enjoyed

- Referral to allied health clinicians to assist with developing a home based program to enhance client capacity in **restorative activities** such as: dressing; mobilising; exercising; memory retention and practice; computer access and social activities; safe use of equipment, etc
- Promotion of assessment by Dietician and/or Occupational Therapist prior to offering **Meals On Wheels** followed by such opportunities as: shopping and meal preparation assistance; community meals groups; support assistance to clients to cook a larger amount of meals at once and freeze for later use

To promote this enhanced opportunity for personal care service delivery, support is required from the organisations leadership team to ensure that such things as workforce development, policies, procedures and motivational leadership is available to embed the practice.