



12. COMMUNITY SERVICES POLICIES

12.1 HOME AND COMMUNITY CARE

12.1.2 Client Service Access, Assessment and Review

Background & Issues

Each service user (and prospective service user) has access to services and service users receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representatives.

Objectives

That people within the community in which the Shire of Manjimup Home and Community Care (HACC) operates can;

- access the provider's services, if they are eligible for and require the service and;
- each person accessing services receives a comprehensive assessment to determine their needs.

Area of Application

- Each service user's access to services is based on consultation with the service user (and/ or their representative), equity, consideration of available resources and program eligibility.
- Each service user participates in an assessment appropriate to the complexity of their needs and with consideration of their cultural and linguistic diversity.

Policy Measures

After a person makes contact with or is referred to Shire of Manjimup HACC they are assessed, usually in their home, by the Assessment Officer, Manager or Coordinator using the HACC Needs Identification form (HNI) and the Wellness Assessment form.

Key points of the assessment process are:

- Clients are assessed within ten days working days of requesting a service.
- Assess the person's living situation – who lives with them, do they have anyone to care for them?
- Identify the person's medical issues and medications they are on including if they self-medicate or use a Webster (or other dose administration aid) pack.
- Assess the person's functional abilities – what can they do and not do for themselves – i.e. why do they need assistance?
- Assess the person's financial situation – what pension are they on and how much can they contribute towards the support provided?
- Coordination with other services.
- Advocacy.
- Clients with special needs.



12. COMMUNITY SERVICES POLICIES

12.1 HOME AND COMMUNITY CARE

12.1.2 Client Service Access, Assessment and Review

Information Provided to the Client

At the commencement of the assessment the Assessment Officer, Manager or Coordinator explains to clients:

- the HACC program
- the services offered
- the fees
- the assessment process, and
- the complaints process.

This information is also available in the HACC Client Handbook.

Assessment Decision

Immediately following the initial assessment, the Assessment Officer, Manager or Coordinator explains to the person whether they have been assessed as eligible for HACC services. The following situations apply:

Person Eligible but there is a Waitlist for Service

If a person is eligible for a service but it cannot be provided as there is a wait list:

- The person is advised that they can be placed on a Wait List and are given an idea of the approximate waiting time. (The Wait List is maintained by the Coordinator.)
- The person is advised that their case will be reviewed monthly and that they can ask for a reassessment at any time if their circumstances change.
- The person is assisted to access other community services, if possible.
- The person is made aware of the complaints procedure and advised that they can complain if they are not happy with the decision.

Provision of Service

If a person is assessed to receive support:

- The person is advised that they can receive services.
- Options for services are explained and the support to be delivered is decided in consultation with the client.
- The person is advised that they have the right to refuse a service and refusal will not affect future access to services.
- The person is made aware of:
 - The rights and responsibilities of the client and Shire of Manjimup Home and Community Care.
 - The complaints procedure and right to an advocate.



12. **COMMUNITY SERVICES POLICIES**
12.1 **HOME AND COMMUNITY CARE**
12.1.2 **Client Service Access, Assessment and Review**

- The confidentiality of information.
- The fees for the service including applications for waivers and reductions.

The above information is included in the Client Handbook. The contents of the handbook are explained to the client after they are assessed as eligible.

The client is asked to sign a Client Agreement, Support Plan and Client's/Carer's Consent and Signature form which details to whom client information may be released.

At the end of the assessment the Assessment Officer, Manager or Coordinator consults the Assessment Checklist to make sure that all points have been covered.

OSH Assessment

An OSH Assessment is completed by the Assessment Officer, Manager or Coordinator at initial assessment. Services are delivered only where there is no risk to the HACC staff.

Refusal of Service - Person not Eligible

If service is refused because the person is not eligible or their environment is not suitable (e.g. Occupational Safety & Health hazards, threats to staff etc.):

- The person requesting the service should be advised of the refusal and the reasons for the refusal in writing within five working days.
- Information is to be supplied on alternative services available within the community and if appropriate, the person should be referred to another appropriate service or for an Aged Care Assessment (ACAT).
- Information should be provided on when, and under what circumstances the person could reapply to Shire of Manjimup HACC services. Any future approaches will be treated as a new application.
- The person is made aware of the complaints policy and procedure and advised that they can complain if they are not happy with the decision.

If the Client Refuses Services

On the premise that the client has been referred and there is an identified need, the Manager will contact the client and assess the reason for the refusal.

- If the client is unhappy with the worker allocated, then the Manager will attempt to mediate between the two parties, recognising that there can be rare personality clashes, and respecting the client's right to dignity and control over their personal situation. If that fails, the Manager will attempt to replace the worker with an alternative one. The Manager will contact the client within ten working days to see if the situation has been rectified, and to ensure client



12. COMMUNITY SERVICES POLICIES
12.1 HOME AND COMMUNITY CARE
12.1.2 Client Service Access, Assessment and Review

satisfaction.

- If the service is refused because the client says they are unable to afford to pay, the Manager will present a HACC fee reduction/waiver form and attempt to negotiate an acceptable fee to be reviewed every three months.
- If the service is being refused because the client feels that they are coping, then the client's opinion will be heeded, and the client will receive assurances that any future approaches for services will not be prejudiced by their refusal. They will be encouraged to contact the agency should they feel the need. This acknowledgment of their refusal of service and assurance is to be in written form. A follow up phone call is recommended at three monthly intervals.

Recording Refusals of Service

Whenever clients refuse a service it is recorded by the Manager in the client's notes.

If the Shire of Manjimup HACC refuses a service to a client this is also recorded in the client's notes.

Clients with Special Needs

Aboriginal Clients

The Shire of Manjimup HACC will endeavor to provide Aboriginal clients with culturally appropriate services, and where possible, services delivered by Aboriginal staff.

The Assessment Officer, Manager or Coordinator will ensure that the information regarding the assessment, review, support plan and services is clearly explained and understood by the client and their family.

Non – English Speaking Clients

If a person cannot speak English an interpreter is used. If the person has a family member with them they are used as the interpreter. Where a family member is not available a staff person or another person will be used. If necessary the Telephone Interpreter Service will be used.

Clients Who Cannot Read or Write

In cases where a client cannot read or write, the Assessment Officer will make sure that the information in the Client Handbook, and information regarding the assessment, reviews, support plans and services is clearly explained and understood by the client and/or their carer.



12. COMMUNITY SERVICES POLICIES
12.1 HOME AND COMMUNITY CARE
12.1.2 Client Service Access, Assessment and Review

Clients with Dementia and Other Special Needs Groups

When necessary, the Manager will provide or arrange training for relevant staff in how to deal with people with dementia or how to deal with other special needs groups such as people with disabilities.

Carers and advocates of people with dementia and or special needs will be made aware of information regarding assessment, review, support plans and services. The client will be given the same information and their questions answered to whatever extent possible.

Shire of Manjimup HACC makes every effort to make sure that services are delivered in an appropriate and sensitive way to all people, and in particular, to people with dementia and other special needs.

Advocacy

Clients will be made aware that they may ask a relative, friend or other person to advocate on their behalf.

Coordination with Other Agencies

Shire of Manjimup HACC coordinates with key service providers whenever required in order to deliver effective services to clients. Service providers we coordinate with include:

- Silver Chain Nursing Association Inc.
- Hospitals
- Disability Services
- GP Down South
- Mental Health
- Warren Blackwood Community Health
- Aged Care Assessment Team (ACAT)
- Carer respite services
- Other HACC provider
- Other health professionals and
- Doctors.

Staff of the Shire of Manjimup HACC attends client coordination meetings as appropriate i.e. the weekly Warren District Hospital discharge meeting.

Wellness Support Plan Meetings

The Manager and staff of the Shire of Manjimup HACC meet fortnightly to discuss client support. Meetings are minuted and provide staff with an opportunity to discuss support delivery, client's changing needs and provide staff development.



12. **COMMUNITY SERVICES POLICIES**
12.1 **HOME AND COMMUNITY CARE**
12.1.2 **Client Service Access, Assessment and Review**

CLIENT REVIEWS

Approach to Reviews

All HACC clients are required to be reviewed on a regular basis according to their needs and goals as recorded in their support plan.

The review process involves an assessment of the client's current circumstances, condition and expressed needs with reference to:

- their last assessment or review
- current support plan and;
- client case notes.

Client case notes include observations from the HACC support workers, Manager, Coordinator and Assessment Officer. Information on client needs is also obtained from the client's carer/family when appropriate.

Timeline and Monitoring of Reviews

All clients will be reviewed at least once a year or more frequently depending on changes in their circumstances or condition.

The need for a more frequent review can be triggered by a request for additional service/s; a report of hospitalisation, illness or accident; a report of a decline or improvement in physical or mental health from:

- the client
- the carer, family or other involved people
- the HACC support worker
- a medical practitioner/health professional or;
- another agency.

The next review date for all clients is recorded in their notes. In addition, the next review date of all clients is entered into the Statistic Management System program (SMS) and the Assessment Officer's diary. The client is then advised that their review is due and the appointment confirmed. When a review is carried out either before or on the scheduled date SMS is updated with the next review date.

At the end of each month the Assessment Officer reviews SMS and the diary to ensure all scheduled reviews occurred. Any missed reviews are given a priority in the coming month.

Responsibility for Reviews

Only staff trained in assessments will conduct reviews of clients. These are:

- The Assessment Officer.



12. COMMUNITY SERVICES POLICIES

12.1 HOME AND COMMUNITY CARE

12.1.2 Client Service Access, Assessment and Review

- The Manager.
- The Coordinator.

Recording Review Information

Review notes can be made on the client assessment form or in the client notes if none or only minor changes have occurred in the client's circumstances or condition. If major changes have occurred a new assessment should be completed

If minor changes to services are required the existing support plan will be modified. For major changes a support plan is developed and replaces the existing support plan.

Support Closure

Clients may choose to cease to be provided with HACC services or may be required to seek other support options if their support needs exceed the support that the Shire of Manjimup HACC can provide.

If a client chooses to cease service delivery the Manager, Coordinator or Assessment Officer will ensure that:

- Clients and their representative/s are assisted to seek other care options (if appropriate).
- Clients are provided with counselling and support during the transition.
- Consultation and liaison occurs with ACAT and other providers.
- Actions taken to assist the client are documented in their client records.

Termination, Withdrawal or Change of Services

Services may be terminated, withdrawn or changed in the following circumstances:

- Occupational Safety and Health (OSH) risk to agency staff.
- Inappropriate client behaviour.
- Change in client circumstances.
- The agency ceases to deliver the service..

Each of these circumstances is discussed in detail below.

Occupational Safety and Health Risk to Agency Staff

An occupational safety and health risk can arise from a variety of factors including dangerous access to a person's house or dangers inside the house. These are identified through an OSH Assessment conducted when a client is first accepted for services or when reviews are carried out or when HACC staff report a danger to the OSH Representative. Examples of OSH issues could include:

- Dangerous steps, verandas, internal flooring.



12. COMMUNITY SERVICES POLICIES

12.1 HOME AND COMMUNITY CARE

12.1.2 Client Service Access, Assessment and Review

- Faulty electrical wiring
- Dangerous roofs/ceilings
- Dangerous dogs
- Smoking in the immediate vicinity of HACC staff.

Where an OSH risk is identified the Manager/Coordinator/OSH Representative will work with the client to remove or reduce the risk to an acceptable level. If this cannot be achieved through reasonable means the Manager can decide to cease the provision of services to the client where staff are at risk.

Inappropriate Client Behaviour

Inappropriate client behaviour includes any behaviour that causes HACC staff to feel that their safety is threatened. This includes direct physical actions or threats, sexual suggestions, wilful exposure and foul language.

If inappropriate client behaviour occurs HACC staff must immediately leave the clients home and report the behaviour to the Manager verbally and by completing a Staff Accident/Incident Report.

The Manager/Coordinator will assess the client behaviour. If it is found to be inappropriate the Manager/Coordinator will discuss this with the client and attempt to find a solution to ensure it does not occur again.

If inappropriate client behaviour continues after reasonable attempts to curb it the Manager/Coordinator can decide to cease the provision of services affected by the client's behaviour.

Change in Client Circumstances

Where client's circumstances or condition changes to the point that services are no longer required the Assessment Officer/ Manager can decide to change or cease the provision of services to the client.

For example, if a person receiving meals and transport due to hip problems has a hip replacement and regains full mobility they may no longer need the service. Where a person's general well-being increases to a point where they can undertake all acts of daily living independently their services may be withdrawn.

Changes in a client's circumstances or condition will be assessed through a review.

Any changes required are discussed fully with the client, and their carer if appropriate, and are fully documented on the assessment form and in the client notes.



12. **COMMUNITY SERVICES POLICIES**
12.1 **HOME AND COMMUNITY CARE**
12.1.2 **Client Service Access, Assessment and Review**

The Agency Ceases to Deliver the Service

If the agency ceases to deliver a service that clients are currently receiving, clients will be given maximum notice that the service will cease.

Process for Termination, Withdrawal or Reduction of Services

If support to a client is to be terminated, withdrawn or reduced the following process applies:

1. Give the client as much notice as possible with a minimum of 1 month.
2. Explain face to face to the client, and their carer/family if appropriate, why the service is being ceased or reduced and any arrangements required for the client.
3. Provide written notice if appropriate.
4. Attempt to find another agency to provide the required service (if necessary) and try to ensure services are provided without any break.
5. If no other agencies are available identify other options in consultation with the client (if necessary).
6. Advise the client that they can appeal to the Shire of Manjimup Director of Community Services, the decision to terminate, withdraw or reduce their services.
7. Assist the client in appealing if necessary.
8. Record all relevant information in the client case notes.

Administration

HACC Manager/ Assessment officer/Coordinator

Adoption and Date Due for Revision

**ADOPTED 12 JUNE 2003
REVIEWED 24 MARCH 2011**

NEXT DUE FOR REVIEW MARCH 2015

The Administration of this Policy is by Community Services.