



12. COMMUNITY SERVICES POLICIES

12.1 HOME AND COMMUNITY CARE

12.1.14 Client Support Plan Policy

Background & Issues

A support plan, based on the assessed needs of the client, is completed for each client of Shire of Manjimup Home and Community Care (HACC).

The services delivered are those services specified in the support plan. If a client requests additional or different services then their support plan must first be reviewed before additional or different services can be provided.

The support plan also details any special needs such as special diets, particular domestic assistance requirements or particular personal care requirements.

Objectives

For HACC clients to receive coordinated services that are planned, evaluated and delivered in partnership with themselves and or their carer.

Area of Application

HACC clients and/or their carer who participate in the development of a support plan that is based on identified needs preferences and availability.

Policy Measures

Developing a Support Plan

The support plan is discussed, developed and agreed to by the service provider and the client and/or their carer, prior to service commencement. The support plan is based on identified goals, preferences and availability.

The support plan requirements are to:

- Document goals and strategies to achieve desired outcomes;
- Document goals and strategies to address special needs;
- Document goals and strategies aimed at functional, social independence, and quality of life;

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- Document where the service user has declined the offer of a copy of the support plan.

In developing the support plan, Shire of Manjimup HACC will ensure that:

- Clients are involved in deciding the services they receive;
- Individual needs and preferences are taken into account and may include:
 - Physical needs;
 - Emotional needs;
 - Cultural and religious needs;
 - Socio-economic needs;
 - Preferred days and times;
- The client is made aware of and able to choose from available services in the community.

The client agrees to the support plan by signing it. Two copies of the support plan are made, one copy is placed in the client personal file which is kept in the home and is given to the client as soon as possible, the other copy is placed in the client personal file which is kept in the HACC office in a locked filing cabinet.

Where a client has declined the offer of a copy of the support plan, a copy will be kept at the office only and given to the support worker to take with them on service delivery to the client.

HACC support workers are required to enter notes in relation to the support plan and any other relevant information regarding the client in the client's personal file in the home or in a case note at the office whenever a client's situation or condition has changed or when an incident has occurred to or with a client.

Approach to Reviews

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

The review process involves an assessment of the client's current circumstances and progress towards documented goals and strategies to achieve their goals with reference to:

- Their last assessment or review;
- Current support plan and;
- Client notes (Client notes include observations from the HACC support workers and coordinators.)
- Information on client needs is also obtained from the client's carer/family when appropriate with the consent of the client.

Timeline and monitoring of reviews

All clients will be reviewed at least once a year or more frequently depending on goals and strategies agreed upon during initial assessment or changes in their circumstances or condition.

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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 in physical or mental health from:

- The client
- The carer, family or other involved people
- The HACC support worker (via the “Changes to Support Plan” form)
- A medical practitioner/health professional or
- Another agency.

The next review date for all clients is recorded in their support plan. In addition, the next review date of all clients is entered into the SMS program and assessment/ review diary. The client is advised by telephone a week before their review is due and the appointment confirmed. When a review is carried out either before or on the scheduled date SMS and the client support plan is updated with the next review date.

At the end of each month the assessment officer reviews SMS to ensure all scheduled reviews occurred. Any missed reviews are given a priority in the coming month.

Recording review information

Review notes can be made on the client assessment form, support plan 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 and new support plan developed and agreed upon.

The reassessment/ review can result in either the client receiving a decrease or an increase in services, based on the needs of the client. This process may also identify that HACC can no longer meet the needs of the client and the client will then be referred to an appropriate alternative community or residential agency.

HACC Staff must check and follow the support plan for any changes each time that they are scheduled to provide the client with support.

Administration

The Manager, Assessment Officer and Coordinator

Adoption and Date Due for Revision

ADOPTED 4 MARCH 2010

NEXT DUE FOR REVIEW MARCH 2014

The Administration of this Policy is by Community Services.