Accessing Client Needs

POLICY AND PROCEDURE

1. Policy Statement

Subee Newlake operates with a person centred, strengths-based approach to support planning and service delivery. We meet with every potential client to discuss what they require from service delivery, their goals, what is currently working well for them and what areas they need support with. Potential client's needs are identified through the assessment process.

2. Principle

Assessment is part of support planning, and it involves a detailed discussion with the client and or their advocate to determine what the client service needs are.

Expected outcome
Each service user participates in an assessment appropriate to the complexity of their needs and with consideration of their cultural, diversity, values, beliefs, and linguistic diversity

3. Relevant Standards and Legislation

National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018.
Australian and Community Industry Standards 2018
Aged Care Quality Standards
Competition and Consumer Act 2010
Charter of Aged Care Rights
Aged Care Act 1997

4. Procedure

Assessing the client's needs involves a number of stages:

1. engagement
2. assessment
3. planning
4. monitoring
5. evaluation and outcomes.

Case Identification and Assessment

If the service is not brokered to us Subee identifies clients who meet eligibility criteria, and an assessment is completed.

Screening occurs at Intake to determine the initial needs of the client. The client and Service Co-Ordinator are linked through processes of referral. Case identification involves the collection of information about perceived client needs or risks.

Assessment is a process that underpins all subsequent case management actions. It is an ongoing process of gathering and appraising data from various sources to identify areas where the Service Co-ordinator and client will focus their efforts. The identification of needs commences during the assessment phase and may be facilitated through actions such as risk assessments and interviews.

Potential clients are assessed upon receipt of referral for service.

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Assessment Guidelines

The Service Co-ordinator is expected to –

- Ensure that clients understand their rights and responsibilities, supported by evidence of clients consenting to be involved in the program.
- Gather information about clients while respecting their confidentiality and privacy with the aim of not duplicating assessments.
- Identify and prioritise the client's initial needs to inform more comprehensive assessment once initial screening is completed. A comprehensive assessment, reflecting the client's situation, is completed within a reasonable timeframe. Explain the assessment process to client's and ensure the client understands the complaints/appeal processes that apply to programs.
- Understand the client's specific cultural needs so that appropriate services and support for client development occurs.
- Identify and analyse risk factors that the client experiences/may experience.
- Communicate those needs which fall within the aims and objectives of the program (including any third-party restrictions).
- Consider the client's current situation, probable future situation and ensuing care needs.

Assessments will –

- be conducted by one of the organisation's Service Co-ordinator.
- in the case of Level 3 & 4 Home Care Packages the assessment will be done by a registered nurse (RN)and a Service Co-ordinator. The RN will make a nursing assessment and the Service Co-ordinator the service provision assessment
- Be purposeful, efficiency and sensitive. The Service Co-ordinator will respond to the needs of each client, considering her/his cultural or religious beliefs, language, location, disability or age;
- be based on a process which ensures clients in similar circumstances are treated fairly and equitably;
- result in a support plan and service delivery which encourage maximum client independence and meet the individual's need;
- protect the client's privacy and right to self-determination.

In consultation with the client/advocate, the Service Co-ordinator will consider:

- existing support and skills;
- level of functional ability/disability;
- social, cultural and psychological needs;
- circumstances which could put the person at risk;
- quality of life.

The Service Co-ordinator will also consider –

- WH&S issues relating to service provision;
- the carer's requirements in relation to the type and level of assistance required to maintain their capacity to continue caring;
- the carer's quality of life;

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•the cost effectiveness of the service.

Attending assessment interview will be –

- •the person seeking the organisation's support;
- •their legal guardian if required;
- •an advocate if the person chooses to have one;
- •anyone the person wishes to attend;
- •the organisation's Service Co-ordinator
- •an interpreter if required;
- •other service providers if appropriate and the client wishes this.

Principles to be observed in Assessments

In conducting the assessment/review, the following principles will be observed –

•The client will be made aware that they have been referred to one of the organisation's programs and are being assessed/reviewed to determine their need for services. They will be informed of the criteria used and the outcome of the assessment/review;

•Client will be informed that their need for services will be reviewed by the Service Co-ordinator at a minimum, every three months, and that the services provided may change as a result of the review. If services are provided on a temporary basis client should be made aware of the duration of service;

•The client will be provided with a copy of the Client's Information folder at the time of assessment with the content being verbally explained at the assessment and any subsequent review.

Individual needs and preference

The individual needs of the client are taken into account including their physical, cultural, social, economic, nutritional needs and the needs of their primary caregiver.

Complaints

The complaints feedback and management policy and procedures will be explained at the initial assessment.

It is outlines in the Service Booklet and a on the Intake form.

Advocacy

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

Assessment Procedure Appointment

• Determine whether an interpreter/advocate is required;

•Introduce yourself and tell client the reason for the visit;

•Tell client the process of the assessment;

•Ask the client if they wish to invite a friend or relative to attend the assessment;

• Ask for full address and directions including distances from landmarks (in rural areas);

•Ask about any potential risks in the client home that the assessor needs to be aware of to ensure their work health and safety.

Assessment

•Allow time for rapport building, before discussing specific services available;

•Direct the talk from general conversation to specific difficulties in daily living;

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•If client will not identify areas of difficulty guide client through daily routines;
•Try to get a picture of emotional physical and social difficulties encountered by the client;
•Confirm that you understand correctly and clarify where necessary;
•Complete a home environment site inspection/ risk assessment.

Ask Client to make choices

If appropriate, discuss cost of different services and client contribution;
•Assess relevant safety problems in the home using the work place risk assessment form;
•If solution to problems include equipment ask to be shown the actual position, e.g. where rails need to be situated;
•Consider purchase of equipment as an alternative to service provision, especially where this increases the client's safety and independence;
• At the initial visit, suggest the minimum number of changes which ensure client safety and which solve the major problem, "fine-tune" later

Once the Client and you have worked out a plan of action:
• summarise what has been agreed on and make sure the client understands the situation and action and welcomes it;
• Spell out what you are going to do, when you are going to do what, and what further communication the Client can expect from you or from other services;
• If there is a delay in action inform the client about this;
• Complete our application form and allow client/carer to read it or read it to them if they are unable to do this for themselves.
• Explain the consent part of the application form and obtain a signature. If the client is unable or unwilling to sign, please notate accordingly.

If the person cannot be accepted as a Client –

• Explain why;
• Work out with the Client ways of addressing their major problems;
• Offer to refer to other services as required;
• Confirm the refusal in writing;
•Advise the client on when and how to re apply for service in the future.

If Client is accepted –

•Explain the agreement and/or leave it with the client to read at their leisure;
•If appropriate, discuss complaints procedure.
•Explain you will draft a support plan for their approval and return;
•Explain that at your next visit you'll bring an agreement which spells out the conditions of the program as well as their rights and responsibilities, as the client, and our rights and responsibilities, the service provider;
•Thank the client, remind him or her when you will next be in touch and go.

Decisions

Following the initial assessment, the Service Co-ordinator will inform the person requesting the service within two working days of the organisation/s decision regarding the request for assistance.

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Clients with Special Needs

People from non-English speaking backgrounds
In cases where the person does not speak English an interpreter service will be used to ensure that the client understands the assessment and review process, the services being offered, and the general information provided in the client's information folder.

The need for an interpreter service should be clearly identified on the client's file.

Aboriginal and Torres Strait Islander Clients
Subee will make every effort to provide Aboriginal clients with culturally appropriate services. This means that, whenever possible, the assessment will be done jointly with staff from an Aboriginal or Torres Strait Islander service provider. If the client wishes and it is possible, services will be delivered by Aboriginal staff. Staff will ensure that the information regarding the assessment, review, support plan and services are available in culturally appropriate formats and are clearly explained and understood by the client

Clients with Dementia and Other Special Needs Groups
Staff are trained in how to deal with people with dementia or specific disabilities and every effort made to ensure that services are delivered in an appropriate and sensitive way. For people with severe dementia or severe intellectual, psychiatric or brain injury disabilities, the focus will be more on ensuring that the carers or advocates are fully aware of the contents of the client's information folder and that they are aware of the information regarding assessment, review, support plans and services. However, to whatever extent possible the client will be given the same information and their questions answered

5. Resources

Who do I contact about advocacy?

Older Persons Advocacy Network (OPAN) Independent and confidential advocacy services to older people using or planning to use Australian Government funded aged care services, as well as their family and carers. https://opan.org.au/

The National Aged Care Advocacy Line is - 1800 700 600.

The New South Wales Aged-Care Rights Service Inc.
Level 4 418a Elizabeth Street SURRY HILLS NSW 2010
Phone: (02) 9281 3600 or 1800 424 079 (freecall)
Email: tars@tars.com.au Website: www.tars.com.au
Disability Advocacy NSW

Local Branch – Newcastle
Suite 1, Level 2 "Devonshire House" 408 King St
Newcastle West, NSW 2302
Telephone: 1300 365 085 or
(02) 4927 0111
Fax: (02) 4927 0114
Email: newcastle@da.org.au

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79 West High St Coffs Harbour NSW 2450
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