

CLIENT INDIVIDUAL SUPPORT PLANS AND REVIEW

PURPOSE:

To ensure each client receiving a service has a support plan for respite that is suited to the individual needs of the person and their family.

SCOPE:

- Development and review of individual care plans.

POLICY:

- An Individual Support Plan will be developed and written in conjunction with the family.
- Individual Support Plan's will be reviewed once a year by the Client Support Supervisor/ Project Officer / Lifestyle Support Supervisor and the client / carer / advocate.
- Breakaway Toowoomba Inc. recognises the importance of providing respite support to people with disabilities and their carers. It is Breakaway Toowoomba's aim to work in a respectful partnership with each carer / advocate and care recipient. The respite support will be provided to give outcomes that are in line with clients' identified support needs.
- Breakaway Toowoomba Inc. will provide respite support via government funding and will manage its service practices in an accountable and professional manner.
- Breakaway Toowoomba will review all client individual support plans. This will occur once a year. Unless otherwise requested by the client / carer / advocate or change of circumstances. Client / carer / advocate will have opportunities to evaluate the standard of the support at the yearly review of the support plans.
- Clients' rights and responsibilities will be respected and supported by Breakaway Toowoomba Staff.
- Clients will be supported to access an advocate of their choice whenever the need is identified.
- Clients support plan and related information will be confidential. The client / carer / advocate will be in receipt of a copy of the plan and the original will be held securely at Breakaway Toowoomba Inc. office accommodation.
- Individual client support needs of the carer and the caree, including physical, emotional, social, environmental, cultural, interests and skills, will be recorded during the client assessment, and incorporated into the support plan.
- Staff will value and respect the carer's intimate knowledge of the caree, and will respond to issues /concerns expressed by the carer / advocate regarding any changing needs.

Reviewed: 09th April 2009

Ratified by the Management Committee: 14th May 2009

Review Date: April 2010

P:\Policies\CLIENT INDIVIDUAL SUPPORT PLANS AND REVIEW.doc

Approved:.....

PROCEDURE:

1. The Client Support Supervisor/ Project Officer/ Lifestyle Support Supervisor will work in partnership with the client / carer / advocate in a positive and respectful manner and will be flexible with meeting times etc, so as to fit in with the family and their specific needs.
2. The Client Support Supervisor/ Project Officer / Lifestyle Support Supervisor will ensure that families / advocates are provided with information that assists them to be informed about issues relating to the development of a support plan; i.e. the importance of choosing activities that are in line with the client's personal preference, fun, inclusive and open to further expansion in the future.
3. The Client Support Supervisor/ Project Officer/ Lifestyle Support Supervisor will ensure clients have access to information about their rights and responsibilities, including access to advocacy support.
4. The Client Support Supervisor/ Project Officer /Lifestyle Support Supervisor will be responsible for ensuring that the client / carer / advocate agrees with the content and outcomes of the plan and they both sign and date the plan appropriately.
5. The Client Support Supervisor/ Project Officer / Lifestyle Support Supervisor will explain to the client / carer / advocate that the plan is flexible in meeting the individual needs of the carer and care recipient and that it can be altered to suit the needs at any time within organisation resources.
6. The Client Support Supervisor/ Project Officer / Lifestyle Support Supervisor will give a clear (user friendly) overview of the way the funding and service provision occurs, to assist the client / carer / advocate understand the availability and extent of funding and staff resources.
7. The Client Support Supervisor/ Project Officer/Lifestyle Support Supervisor will assist families meet support staff and assist families to have a staff member they feel comfortable and confident with.
8. The Client Support Supervisor/ Project Officer / Lifestyle Support Supervisor will provide the support plan information to staff to enable them to gain a sound understanding of the carer and care recipient's needs and support requirements.
9. The Client Support Supervisor/ Project Officer / Lifestyle Support Supervisor will ensure that staff have access to all information in the support plan and receive any training that may be necessary to ensure safe practices are in place.
10. The client / carer / advocate, support staff and the Client Support Supervisor/ Project Officer / Lifestyle Support Supervisor will sign and date the individual support plan and any subsequent reviewed plans.
11. In situations where the care recipient / advocate is an adult they will be required to sign the support plan as well as / or in some situations, instead of the carer / advocate.

Reviewed: 09th April 2009

Ratified by the Management Committee: 14th May 2009

Review Date: April 2010

P:\Policies\CLIENT INDIVIDUAL SUPPORT PLANS AND REVIEW.doc

Approved:.....

12. The Individual Support Plan will be reviewed every year and the reviewed plan signed and dated by the Client Support Supervisor/ Project Officer / Lifestyle Support Supervisor and client / carer / advocate. (Refer appendices for support plan review template).
13. Any changes in the family / individual support requirements will be recorded and new strategies for support planned, written and implemented.
14. At each review time, families / advocates are given an Information Checklist (refer appendices) on grievance / complaints, clients rights and responsibilities and any other relevant information.
15. Client / carers / advocates will be provided with an Evaluation Form every six months to enable them to personally evaluate the support they have received from Breakaway Toowoomba Inc.
16. Where ever necessary Client Support Supervisor/ Project Officer / Lifestyle Support Supervisor will enlist the support of an interpreter to assist dissemination of information to a client if they do not speak or are able to read English.

Additional Procedures for Support Plans for Clients When Restrictive Practices are intended
 The Disability Services Act 2006 (section 123ZP) sets out the minimum requirements that must be included in a respite/CAS plan. The Client Support Supervisor/ Project Officer / Lifestyle Support Supervisor develop a plan that adheres to the following format

1. Information about the adult

This must include:

- the adult's name
- the relevant decision maker — i.e. guardian appointed for restrictive practice (respite) matters or informal decision maker.

2. Information about the behaviour that causes harm

This must include:

- a detailed description of the behaviour
- the consequences of the behaviour.

3. Hypotheses about why the behaviour occurs This might include:

- statements about the functions that the behaviour serves
- other factors that contribute to the occurrence of the behaviour.

4. Preventative and positive strategies

This must include a detailed description (protocol) of the strategies to be employed to:

- meet the adult's needs
- improve the adult's skills
- improve the adult's quality of life
- reduce the intensity, frequency and/or duration of the adult's behaviour that causes harm.

These strategies should be referenced to the hypotheses about the factors contributing to the occurrence of the behaviour that causes harm.

5. Reactive strategies

This must include strategies that are to be used before employing the restrictive practice.

Reviewed: 09th April 2009

Ratified by the Management Committee: 14th May 2009

Review Date: April 2010

P:\Policies\CLIENT INDIVIDUAL SUPPORT PLANS AND REVIEW.doc

Approved: 

This **must** include a detailed description (protocol) of the restrictive practice to be employed to manage the risk of harm.

For containment and seclusion, this **must** include specific instructions regarding where the person must be contained or secluded.

For seclusion, physical restraint and mechanical restraint, this **must** include the maximum period for which the practice may be employed.

For chemical restraint, this **must** include:

- the name of the medication to be used and any available information about the medication (e.g. information about possible side effects)
- the dose, route and frequency of administration, including for medication to be administered as and when needed, and the circumstances in which the medication may be administered, as prescribed by the adult's treating doctor
- the name of the adult's treating doctor.

6. Least restrictive practice

This **must** include a rationale for why the restrictive practice planned is the least restrictive way (as is practicable in the circumstances) to ensure the safety of the adult or others. This rationale **should** be referenced to the consequences of the behaviour and the hypotheses about the factors contributing to the occurrence of the behaviour.

7. Observations and monitoring requirements

This **must** include minimum requirements for ensuring the adult's proper care and treatment as follows:

- observing or monitoring the person when the restrictive practice is being employed
- monitoring use of the restrictive practice to safeguard against abuse, neglect or exploitation.
- Records should also be kept about the use of the restrictive practice.

8. Consultation

In developing the plan, the Act (section 123ZR) states that the service provider must consult and consider the views of:

- the adult
- any guardian or informal decision maker for the adult
- any other relevant service provider
- any other person that the service provider considers is integral to the development of the plan (e.g. a family member).

Related Documents:

Support Plan

Evaluation Form

Agreement to Release/Exchange Information

Approved (Executive Officer) David Beal Date 14-05-09

Approved (Chairperson) Paul O'Brien Date 14-05-09

Reviewed: 09th April 2009

Ratified by the Management Committee: 14th May 2009

Review Date: April 2010

P:\Policies\CLIENT INDIVIDUAL SUPPORT PLANS AND REVIEW.doc

Approved: OB