

## Care Plan Development and Delivery Policy 2013

- Subject :** Aged and Disability Services - Care Plan Development and Delivery
- Description:** This policy ensures that:
- Care Plans are developed in consultation with the consumer, carer and/or advocate in association with their support goals and choices.
  - Contractors are informed about the consumer's support choices and appropriate services are delivered to meet consumer goals.
- Applies to:** Tablelands Community Support Options, Kamilaroi Ageing and Disability Services, Tablelands Community Transport, and Bundarra Neighbour Aid.
- Objectives:**
- To assess consumers and provide a Care Plan appropriate to their support choices.
  - To ensure Care Plans meet funding requirements/guidelines and are delivered to the highest quality.
  - To consult consumers about their support choices and assist them to understand what care is available to them.
  - To establish the consumer's goals and promote independence.
  - To consider and assist special needs groups.
  - To ensure staff are adequately trained to develop and deliver appropriate Care Plans.

### Policy:

#### Overview:

Consumers and contractors are provided with plans to ensure they fully understand and agree to the services that will be delivered, and ensure the accuracy and consistency of care.

#### Policy Statement:

The Uralla Shire Council is committed to providing quality care that promotes improving independence and reaching goals.

#### Care Plan and Service Plan

Following the assessment or reassessment of a consumer, a Care Plan is developed in consultation with the consumer and/or their representative.

The Care Plan must address the consumer's goals, promote independence and accommodate the consumer's complex care needs, while meeting funding program requirements.

In addition, a Service Plan is developed for all programs (excluding Bundarra Neighbour Aid) that details the consumer's support choices and the services to be provided by contractors.

The consumer and/or their representative receive an explanation of the Care Plan and a copy for their records. Prior to delivering a service, contractors must receive the Service Plan.

Consumers are provided with a Consumer Contract (or offer) which outlines:

- the services being offered in the Care Plan.
- the agreed procedures to follow if a service user doesn't respond to a scheduled visit.
- the reasons and process for changing, refusing, suspending or withdrawing service delivery.

Consumers with special needs will be provided with the appropriate support, or assisted to access a support provider, to ensure they fully understand the Care Plan and the services and support

being offered.

### Care Plan and Service Plan Delivery

The Case Manager/Coordinator is responsible for ensuring that the Support Plans are delivered to the highest quality and that support workers:

- have the necessary skills and qualifications to deliver the service/s.
- are provided, and familiar with, the consumer's Care and Support Plans, and are given the opportunity to voice any questions or concerns.
- record and report any problems during the delivery of care.
- record any reason for not providing a particular service, and contact the Uralla Shire Council if they are unable to attend a scheduled visit.
- are meeting appropriate care and professional standards, particularly cases involving clinical care which are governed by the *Aged Care Act 1997*.
- are appropriately supervised.
- are made aware of any changes to the Care/Service Plan.

The Uralla Shire Council will ensure that staff will have the necessary skills and qualifications to carry out their roles, including a minimum Certificate III in Community Services for Case Managers. The Uralla Shire Council and contractors will work together to identify any additional skills or training if consumer's needs change.

Consumers will be encouraged to provide feedback on the Care Plan development and delivery process.

**Exemptions:** Nil

**Other Matters:** Nil

**Responsibility:** **Councillors** are responsible for adopting the Policy and ensuring that appropriate resources are allocated.

**Directors and Managers** are responsible for updating policies and procedures and supervising staff.

**Employees** are responsible for following appropriate procedures to develop and deliver Care Plans and Service Plans.

**Related Documents:**

- Care Plan
- Service Plan
- *Aged Care Act 1997*

**Review:** This Policy will be reviewed every four years from date of adoption, or as necessary.

Date created: August 2013

Last review:

Reviewer:

**Resolution #** 248/13: 27 August 2013