



SOUTHERN SERVICES
REFORM GROUP

SSRG Workgroup Meeting
Workgroup: Aged Care Pathways
Date: 28 July 2016

Present: Sally Warnes, Glenda Green, Lisa Hickson, Filomena Occhiodoro, Cathy Wiseman, Fiona Paterson, Julie Turbill, Terry Hales

Apologies: Prue Oake, Janine Callegari

Agenda Items	Discussion	Actions
Welcome and apologies	<ul style="list-style-type: none">• Welcome and apologies	
Previous minutes & business arising	<ul style="list-style-type: none">• Minutes read, no business arising	

Discuss MAC survey results: what has been resolved and what has not?

MY AGED CARE – WHAT’S WORKING; WHAT’S NOT WORKING

<ul style="list-style-type: none">• The process of accepting clients for Home Care Packages often involves a repetition of assessment for consumers	<ul style="list-style-type: none">• ACAT summary sent to provider containing a condensed version of the assessment for the provider to make a decision whether to accept the client; however the provider still needs to ask the consumer for their MAC number and other required details that are not included. Clients are confused why this basic information is being asked of them again.
<ul style="list-style-type: none">• Not a one-stop-shop	<ul style="list-style-type: none">• stories are being told multiple times, plus multiple assessments between ACAT and RAS
<ul style="list-style-type: none">• Privacy and confidentiality	<ul style="list-style-type: none">• Issues around privacy when a family member is calling on behalf of an older person and the older person is unable to give verbal permission over the phone for the conversation to continue. The older person may have dementia, does not speak English, has a hearing impairment<ul style="list-style-type: none">• There were several examples of this story with

		people often 'giving up'	
	<ul style="list-style-type: none"> Consumers exhausted by the system 	<ul style="list-style-type: none"> Feedback from consumers: they may only need a little bit of help but are exhausted by the process A direct web referral goes straight to RAS. If there is insufficient information they will send it back to MAC to do a screening. To prevent this from happening send attachments with more information. 	
	<ul style="list-style-type: none"> Providers insisting on using their own allied health professionals 	<ul style="list-style-type: none"> One RAS had the experience where a client had already had an OT assessment and the referral was to follow up on the OT's recommendations; however the provider would not accept the referral unless they could use their own OT and repeat the assessment! 	
	<ul style="list-style-type: none"> Challenges using Data Exchange 	<ul style="list-style-type: none"> Lack of support, no training, time consuming, creates another staff role 	
	<ul style="list-style-type: none"> Medication management 	<ul style="list-style-type: none"> A lack of providers willing to support medication 	

		<p>management which frequently affects older people who have dementia. It is a CHSP service, however to meet this need a package is often required. There are issues around utilising RN's because of the expense. Providers are unable to offer the service because an RN is required to write the Care Plan and care workers need specific training.</p>	
	<ul style="list-style-type: none"> • Consumers missing out 	<ul style="list-style-type: none"> • RAS will call 3 times and send a letter – if no reply, no further action 	
<p>Information sharing</p>	<p>Glenda (Life Care) Social programs (flyer given out) Young at Heart, Crafty Chats, Active Afternoons, Aldinga Afternoons, Falls and Balance, Life Care On the Go</p> <p>Fiona (SA Health) The office is relocating to 70 Pirie street. Hasn't moved yet.</p> <p>Lisa (RAS) There is a lack of available domestic services in the southern region, particularly in the Onkaparinga area.</p> <p>Filomena (Carer Support) Have had quality review audit. Carer support group established in the Fleurieu for over 65's. Rolling out the SAHMRI Wellbeing and Resilience course to carers.</p>		

	Cathy (City of Marion) Wellbeing and resilience: PERMA group continues to meet. Involved in some program research & evaluation – one with Maggie Beer 'Flourishing'	
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Next meeting date: Thursday 22 September 2016

Time: 2.00 - 4.00 pm

Venue: Mayors Parlour, City of Marion