



SOUTHERN SERVICES
REFORM GROUP

Workgroup: In Home Services
Date: 22 February 2012

Present: Lyndal Gerrard, Patricia Field, Jacqui Bowden, Penny Mosel, Syrun Choperena, Teresa Howard-Jones, Catherine Lyons, Russell Humphrey, Franca Antonello, Leanne Taylor, Karyn Twining, Sally Warnes (Project Officer), Bev Bannister (Minutes)

Apologies: Keith Bettany, Helen Baxter, Sue Klopotoska

Agenda Items	Discussion	Actions
Welcome & Apologies	Welcome and apologies noted.	
Previous minutes / Business arising	Minutes approved. Actions / Business arising <ul style="list-style-type: none"> • Sally still to talk with the discharge planners at Noarlunga Hospital - waiting until the project plan and direction is more clearly defined. • The Alternatives to Hospital Care booklet still has some incorrect information in it. • Still waiting to find out if the funding application for the project has been successful • Health Checklist brochures - new labels completed • Helen's suggestion to be discussed at the next meeting (Helen suggested that it may be beneficial for agencies to share their client numbers, vacancies and waitlists at the In Home Services workgroup meetings.) 	
Access2Home Care – Lyndal Gerrard	<ul style="list-style-type: none"> • A2HC started with the Metro Access Team staff and it has taken some time to build up the knowledge base of the sector. They are working on the capacity monitoring database and rely on service providers to keep their information up to date. • Statistics are showing that referrals are now regularly going out to 'carer services'. 	

	<ul style="list-style-type: none"> • Currently they are not doing as well with referring to social programs. Some referrals are being made for social support but not many. This has been identified as an area that needs improvement and further training. • Currently there is a 'back log' of work. The resources have not been adequate to meet the demand. Staff numbers were based on their experience in the west and they believed that it would take time to 'build up' the number of referrals. They have already received what was the estimated level for the year. This situation has had an impact on staff training. • Referrals can be sent back if inappropriate. Let Lyndal or Catherine know if you are receiving too many inappropriate referrals so the issues can be addressed. • Referrals are triaged – more complex referrals are dealt with first. Less complex referrals are being dealt with at a later date. • Post-acute clients are getting prioritised. The right information needs to be on the referral form so that A2HC are aware it is a high priority. • Contacts: <ul style="list-style-type: none"> • Catherine Lyons - southern region 1300 130 551 • Karen Smith - western region 1300 130 551 • Melanie Dinnie - northern region 1300 130 551 • Bronwyn Pledge - eastern region 1300 130 551 • Angela Condon Team Leader 1300 130 551 • Lyndal Gerrard Team Leader 1300 130 551 • Screening of clients is the same process whether it is for ACAT or for other services • Screening relies on clients sharing their information • The A2HC email address can be used and will be actioned. • Re clients with complex needs - we try to send referrals to one agency only but this is not always possible depending on the circumstances. If they are sent to more than one agency it will state who else the referral was sent to and what service they have been asked to provide. • A2HC do not have the resources to manage the influx if they advertised publicly. • A2HC is not a mandated service. Referrals can still come through other options (side doors). You are encouraged to use A2HC. • Seniors Information Service manages the Carelink database and updates information for service providers on the database. • Notification of the outcome of a referral – A2HC send a letter to GP's that make referrals and inform them of the outcome. It has been requested by service providers to also receive notification and A2HC are setting up a process for this to eventually happen. • Long term goal is to increase resources and provide more staff training. 	
Health Checklists	<ul style="list-style-type: none"> • Stickers with correct phone numbers are being applied to the brochures as we speak. • Group members to take copies for distribution. Approximately 1300 available. 	

	<ul style="list-style-type: none"> • What happens when we run out? Do we have the capacity to reprint? If we did do a rerun could we tweak the brochure before publishing? This will be discussed further in the future. 	<ul style="list-style-type: none"> • Bev to look for originals of brochure
Project Update	<ul style="list-style-type: none"> • Still waiting to hear about the outcome of the funding application • If we do not get the funding we will have to rethink how we go about the project – look at this at the next meeting • Is it worth Sally talking further with discharge planners – perhaps wait until there is a more ‘solid’ plan – possible contacts supplied by Penny in Social Work and Allied Health at the Repat. • How do we target Flinders Hospital – they do not have discharge planners. OT’s’ and social workers do most of the referrals for care and services. • Penny attends all discharge meetings and can put availability of packages on the journey board so let Penny know if you have available packages. Penny can be contacted by fax 8275 2819 or email at penny.mosel@health.sa.gov.au 	
SSRG Project officer report	<p>Workgroups:</p> <ul style="list-style-type: none"> • Carer Issues Workgroup: working carers resource package. The writing of the resource has been completed and has been sent for graphic design and publication. It will be trialled in targeted workplaces to increase awareness in the workplace about working carers and where carers can access services to better manage their caring role. • Dementia Workgroup: is currently planning a project focusing on the reported gaps in dementia training experienced by care workers. Care workers have been surveyed to help identify what training could be useful. The next stage is to plan the sessions and invite feedback from workers at each stage of the process. • Social Inclusion Workgroup: are currently planning a project to reduce the stigma associated with social isolation. They aim to achieve this through the development of a postcard and poster. • Consumer Workgroup: during their discussions about training needs of care workers it has been decided that it could be beneficial to collect personal stories, put together in a structured framework to demonstrate issues that have arisen and possible solutions to those issues. They feel these stories could be presented to educators of community services workers. This project is still in the early stages – the framework has been established and the stories will be written during the next month. <p>The Consumer Empowerment Survey report has been completed and includes a short analysis comparing the consumer empowerment principles with the HACC service principles.</p> <p>Forums: HACC Service Principles Consultation – the south and west collaborative projects assisted</p>	

	<p>with the organisation of a session at the Morphetville Junction 20th February, 9:30 to 12:00. It was well attended.</p> <p>The HACC principle forum held in December was deemed a success and currently Lui (Eastern Collaborative Project) and I are writing a report which includes forum evaluations and all the stories collated.</p> <p>Website: A new website is being developed. The aim is to have it available and working by March. It has a different look and will be much easier to use.</p> <p>Gaps and Needs Survey: The southern region gaps and needs survey has been distributed to the region. The survey will eventually be disseminated to all metropolitan regions (the eastern and southern have been the first). The results will be collated to demonstrate both regional differences and common issues experienced by all. The aim is to leave the survey 'live' until late March.</p>	
Information Sharing	<p>Patricia – expanding staff numbers and renovation of premises.</p> <p>Syrun – still have HACC packages in the inner south, have an open waiting list for HACC and CACP packages.</p> <p>Leanne (Home Assist Coordinator, State Crime Prevention Branch) – state-wide service, covering all the metro area. Significant work load. Have a security focus – receive security referrals after break-ins, security audits, home and personal safety presentations to client groups and individuals, work with Alliance for the Prevention of Elder Abuse with ARAS and are involved in World Elder Abuse Day in June. Also work with the Safe Return Program - Alzheimer's SA – involved with the data entry of the numbers that go onto the bracelets.</p> <p>For information and bookings of any of the services above, please contact the Home Assist Coordinator on 7322 3211 or visit the website at http://www.police.sa.gov.au/sapol/community_services/joint_community_programs/home_assist_scheme.jsp</p> <p>Helen and Leanne will attend as many workgroup meetings as possible. Contact Helen on 7322 4015 helen.hansen@police.sa.gov.au or Leanne on 7322 4014 leanne.taylor@police.sa.gov.au</p> <p>Russell – has vacancies for security, handyman and maintenance services – Home Assist.</p>	

Next Meeting	Wednesday 28 March 2012 Time – 2:30 to 4:30 pm SRC Meeting Rooms 1 & 2, ACH 17 Elizabeth Road, Christie Downs	
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