



SOUTHERN SERVICES
REFORM GROUP

SSRG Workgroup Meeting
Workgroup: In Home Services
Date: 28 November 2012

Present: Russell Humphrey(Chair), Louise Fuller, Patricia Field, Leanne Taylor, Helen Baxter, Theresa Howard-Jones, Sue Bell, Melissa Evans, Keith Bettany, Fiona Paterson, Sally Warnes (SSRG Project Officer), Bev Bannister (minutes)

Apologies: Jacqui Bowden, Franca Antonello, Shelley Simpson, Sarah Cobbett, Kathy Monks

Agenda Items	Discussion	Actions
Welcome & Apologies	<ul style="list-style-type: none"> • Welcomes and apologies were made • Russell chaired the meeting in the absence of Jacqui • Introductions were made around the table 	
Previous minutes and business arising	Minutes approved	
Health and Community Informed Choices Project report	<p>Project Report...</p> <p>Period Monday 24th September to Tuesday 25th November</p> <p>Project Aim To increase the knowledge and understanding of health professionals about community services that are available in the City of Onkaparinga, City of Holdfast Bay, Marion and Mitcham. Targeted at health professionals – newly employed but will be available for all health professionals, community services and health consumers</p>	

Background

- SSRG In Home Services Workgroup identified that some health professionals had a limited understanding of community services that resulted in inappropriate referrals, no service provision or inappropriate services
- Successful in gaining HACC Non Recurrent Funding for the Health and Community Informed Choices Project.
- Service Model Summary – the information collected will be specifically aimed for use by the health sector but will not exclude service providers. Will encompass all available community services in the southern region.

Project Objectives

- Apply innovative methods to connect to reputable information about community based aged care services and resources (online directories and databases, websites, contact details etc.)
- Increase the knowledge of health professionals about community services by incorporating into the resources interconnected and interactive links to relevant organisations
- Enhance the understanding of health professionals about community services by incorporating information within the resources - definitions, discharge checklist, FAQs
- Develop a suit of interconnected resources that are accurate, quick and easy to use – An App for mobiles, Ready Reckoner Reference Booklet that will include QR codes, Poster and Information Sheet and a Presentation Kit (PowerPoint)
- Incorporate sustainability by connecting to regularly maintained databases and built in ability to modify app information.

Planning Phase**October to December –Research, Planning and Development****Research How Information is accessed**

- Health professionals identified that there is no one way that community services information are accessed. Resource folders, paper based directories (Onkaparinga Community Directory), asking colleagues, internet (Health Services Finder, SACommuniites), fact sheets and brochures.
- Carelink database rarely used.

Collate Community Services Information

- Collected a range of types of information

Identify Resource Features

- Research on available information and discussions with health professionals and other stakeholders revealed that there is a vast amount of information already available. However not always easy to access, not always clearly explained and sometimes out of date
- Resource features to include – provide accurate and comprehensible information by a process that is quick and easy
- Apply and integrate mobile phone technology to provide easy access to community health services

Investigate Resource Types - feasibility, cost, availability

- Identified - Compact Booklet similar to *PokitPal* - Robust as the pages are protected by magnetic ends, small enough to carry around, a ready reckoner of community services and enhanced by the inclusion of QR Codes
- The booklet is readily available and priced within budget constraints
- Identified App – Budget constraints determine that we can only afford one app. Development of an iPhone is priced within budget constraints.
- Determined an overall structure for the app.
Directory type structure that
 - ❖ links to services and resources information
 - ❖ includes fact sheets that explain terms, concepts, definitions and types of services,
 - ❖ contains a 10 Point Checklist (Questions to ask on discharge in relation to accessing most appropriated Community Services)
 - ❖ FAQs
 - ❖ provides information and advice
- Service information to include a brief description of the service (full description can be accessed by clicking through...), contact person, phone number, email address, link to website, location and map
- Direct link to CareLink carelinksa.asn.au
- User interface to be fully interactive with one click to call a phone number or email or website
- Create a sustainable resource - Can be maintained by SSRG i.e. that is can change information, delete/add
- Start to think through a Training and Marketing Package - Poster,

	<p>Information Sheet and Presentation (PowerPoint)</p> <ul style="list-style-type: none"> • All resources will use SSRG Logo and colours – blue and orange with similar design and layout <p>Investigate working with other Organisations</p> <ul style="list-style-type: none"> • Seniors Information Service – Met with Jenny Hughes CEO. Very interested in project and keen to be involved in SSRG. <p>Identify Pilot Project Sites</p> <ul style="list-style-type: none"> • Two sites – an inner south and an outer south. Gain feedback on draft versions <p>Summary of Work</p> <ul style="list-style-type: none"> • Confirmed large amount of Community Services Information • Identified there is no one way of accessing information • Established scope of project given limited time and budget – young professionals • Confirmed Magnetic Booklet - feasibility, cost, availability • Confirmed app feasibility and availability • Commenced design and writing – service categories, definitions, Checklists, FAQs • Gained feedback and promoted SSRG Project – Presented at all SSRG workgroups, the SSRG Steering Committee, the Southern Aged Care Services Forum and attended Southern Primary Health Get Together. <p>Next – Now to December 31st</p> <ul style="list-style-type: none"> • Continue to write resource information within the suggested categories and headings • Ensure that a holistic, person centred, strength based empowerment perspective flavours the written content. • Liaise with resource developers re layout and links to other databases, websites • To meet with Marion, Mitcham, City of Onkaparinga and Holdfast Bay councils community program managers to gain information on their specific services – confirm contact numbers, identify processes • To meet with Southern Primary Health – to gain feedback on resource and to develop and plan marketing, presentation and distribution considerations • To meet with Australian Red Cross – focus on identifying their capacity to 	
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	<p>assist with transport</p> <p>2013</p> <ul style="list-style-type: none"> • January to March - Develop Resources <p>Design resources Collate information into resources and presentations Obtain feedback from Draft versions and Revise Incorporate resource sustainability features Complete resources Develop marketing plan Design presentations format</p> <ul style="list-style-type: none"> • The group held a discussion on what categories/headings to be used in the project • These were written on the whiteboard and printed off for Louise to collate and utilise 	
SSRG Project Officer report	<ul style="list-style-type: none"> • Members watched a video by Dan Buettner titled 'How to Live to Be 100+'. The video is about finding the path to long life and health, Dan Buettner and team study the world's "Blue Zones," communities whose elders live with vim and vigor to record-setting age. He shares the nine common diet and lifestyle habits that keep them spry past age 100 • Be Confident, Stand Up and Deliver – presented by the Better Practice Project on 29 November at the Marion Hotel. This workshop will invigorate training and presentation skills. The aim is to provide a range of practical strategies and tips that participants can take away from the workshop and put into practice immediately. The workshop is full, will investigate running again next year • Dementia Training - The DTSC in collaboration with the SSRG are organising younger onset dementia training sessions – the session scheduled for 5 December 2012 at Onkaparinga has unfortunately been postponed until next year 	
Information Sharing	<p>Russell – ACH Home Assist closed from 21 December to 5 January Fiona – Metropolitan Referral Unit</p> <ul style="list-style-type: none"> • MRU does not close at Christmas 	

	<p>Keith – City of Holdfast Bay</p> <ul style="list-style-type: none"> • Seasonal spring cleans – start in August for HACC service clients only <p>Sue – ECH</p> <ul style="list-style-type: none"> • Covers all regions • In depth service – assessment looks at all services required – ring ECH or apply online – brochures available <p>Leanne – SAPOL</p> <ul style="list-style-type: none"> • Continuing on as usual <p>Helen – Stanhope</p> <ul style="list-style-type: none"> • In home respite hours available • Discussion about what people charge as their HACC co-payments. <p>Patricia – Older Persons Mental Health</p> <ul style="list-style-type: none"> • Discussion about Commonwealth contracts and funding <p>Teresa - Resthaven</p> <ul style="list-style-type: none"> • Hersey Cottages, Ridgeway House, groups – closed for two weeks from 21 December • Still providing in home services and emergency services 	
Service Gap Identification	<ul style="list-style-type: none"> • Transport • EACH D's • Domestic cleaning • Gardening • Home gardening maintenance • Squalor/hoarding cleans • moving to a smaller dwelling – help to pack and 'go through' belongings 	
Next Meeting	<p>Wednesday 27 February 2013 2.30 – 4.30 pm Civic Area, City of Onkaparinga</p>	<ul style="list-style-type: none"> • Bev to finalise meeting dates and send out