



SOUTHERN SERVICES
REFORM GROUP

Workgroup: In Home Services
Date: 28 March 2012

Present: Kerry Bulstrode, Teresa Howard-Jones, Catherine Lyons, Keith Bettany, Patricia Field, Sue Johninke, Melinda Olsson, Fiona Paterson, Anna Howard, Sally Warnes (Project Officer), Bev Bannister (Minutes)

Apologies: Franca Antonello, Jacqui Bowden, Frances Rennell, Russell Humphrey, Sue Klopotoska, Penny Mosel, Leanne Taylor, Helen Hansen

Agenda Items	Discussion	Actions
Welcome & Apologies	Patricia chaired the meeting in the absence of Jacqui. Welcome and apologies noted. Introductions were made around the table	
Previous minutes / Business arising	Minutes approved. Actions / Business arising <ul style="list-style-type: none"> • Health checklist brochures to be sent to Sue, Melinda and Keith 	
Project Planning	<ul style="list-style-type: none"> • Summary of funding application handed out • Still waiting on results of the funding application we submitted for the project • The project is a big undertaking without the support of a project officer • Sally is happy to undertake this work with the groups support if we can set clear guidelines • Maybe we need to go back to the 'start' if no funding is given and re-examine the project concept – make it more basic • Concerns: Do we want such a long term project? Would it be out of date by the time it is finished? 	

	<ul style="list-style-type: none"> • It needs to be sustainable – It would need to be kept up to date • As part of the project we need information packs – booklet, printed material, website, powerpoint, presentations given by group members • Possibility of having uni students to come on board – Possibly use field ed students doing placements - could make the packages/materials as part of their studies – as an alternative if funding application unsuccessful • Even if we are successful with the funding it could be beneficial to work with uni students • Possibly develop self-tutorial packs so won't need a presenter – audience too large to keep presenting as an ongoing commitment • Could be a fulltime job to keep project up to date! • Suggestion to send emails with updates so people could update the resources themselves – similar to how the entertainment book works with updates • Information has to be different to what is already available on existing databases – have more explanation on what types of services are available – how do I get this service? – the costs involved etc. • Talk with hospitals to work out what information they would use/read/want to know • Clear, accessible, easy to use information • Possible ideas to help sustainability - Do initial presentations then SSRG could email updates to keep project ongoing, place packages/resources in resource centres etc. • Discussion of project proposal – points to add – <ul style="list-style-type: none"> not in scope section – <ul style="list-style-type: none"> ❖ not having ongoing presentations ❖ not just another database risks factors for the project – <ul style="list-style-type: none"> ❖ ongoing sustainability ❖ the project becoming too big to manage objectives <ul style="list-style-type: none"> ❖ promote the ease of transition for consumers from acute care to community care ❖ provide both service providers and consumers with information about community resources and the pathway to access them • Needs to be in easy to understand language • A2HC would find a resource of this nature useful • Suggestions: to approach SARS – instead of reinventing the wheel – improve on their book instead, have resources and updates on memory sticks – get sponsorship to obtain sticks, get information on medical centres' computer programs screened in waiting rooms • Get a practice nurse into the group 	<ul style="list-style-type: none"> • Sally to investigate possibility of uni placements before next meeting • Sally to make changes to the project proposal
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<p>SSRG Project officer report</p>	<ul style="list-style-type: none"> • Carer Issues Workgroup: working carers resource package is at the graphic designer now for printing. Sally is working on the evaluation process. Piloting the resource in three different workplaces, starting in May. • Dementia Workgroup: is currently planning a project focusing on the reported gaps in dementia training experienced by care workers. The results of the survey done by care workers revealed that managing challenging behaviours was by far the most favoured topic. The SSRG will work in collaboration with Alzheimer's Australia SA, Dementia Training Study Centre to deliver the sessions. Flyer coming shortly. • Social Inclusion Workgroup: is currently planning a project titled 'Reaching the Unreachable'. The aim is to design a postcard and poster that reduces the stigma attached to loneliness and creates an atmosphere of acceptance by using appropriate graphics and wording to help individuals feel comfortable in contacting a service provider for assistance. It is expected that the post card / poster will reach individuals that are socially isolated by being available at targeted places, for example medical clinics, pharmacies, Centrelink etc. • Consumer Workgroup: the members are writing stories to highlight issues they experienced when accessing services and managing their independence and wellbeing. The next step is to look at what would have worked better – the solutions to the issues raised. This work will be collated in a power point presentation and supporting documentation. • City of Onkaparinga have a squalor clean/information for mental health clients - ring Health Care at Home. • Metropolitan Referral Unit ph: 1300 110 600 can also do a one off squalor clean for mental health diagnosis/referral clients. • Suggestion to ask Sue Sharp to come and talk to the group about squalor issues 	
<p>Information Sharing</p>	<p>Theresa –</p> <ul style="list-style-type: none"> • more referrals coming in • Hersey Cottages, Ridgeway House, men's shed, movie groups, ladies groups, lots of respite and social activities available <p>Anna –</p> <ul style="list-style-type: none"> • focus on multi-cultural community 	

	<ul style="list-style-type: none"> • TCP's are not restricted to any community group • vacancies in community services and TCP <p>Catherine –</p> <ul style="list-style-type: none"> • Feedback to A2HC: referral forms - if there are special requests, the back of the referral form does not have other/extra information on it • reminder to everyone to keep traffic lights up to date • if you have any issues or questions please ring us <p>Sue –</p> <ul style="list-style-type: none"> • CAPS and EACH packages full • Side by Side early onset dementia program at Bunning's very successful program <p>Melinda –</p> <ul style="list-style-type: none"> • packages full and have waiting lists • free service to help with finding affordable housing <p>Keith –</p> <ul style="list-style-type: none"> • busy – 1500 clients on the books • short term cleaning only • home maintenance • transport • advocacy • social programs • Seniors Wise does not exist anymore <p>Patricia –</p> <ul style="list-style-type: none"> • OT as part of the service who will go out to visit clients • Transition Program • Community Integration Program within Mental Health <p>Kerry –</p> <ul style="list-style-type: none"> • CACP'S wait list is small • Reasonable turnover of CACP'S packages 	
Next Meeting	<p>Wednesday 23 May 2012 Time – 2:30 to 4:30 pm Springbank House, 1020 South Road, Edwardstown (next to Castle Plaza)</p>	