

INDEPENDENCE

The independence of clients is supported, fostered and encouraged.

We focus on the person: client assessments cover physical, social and psycho-social independence and focus on strengths and abilities

Support aims to consolidate and, where possible, improve existing functional capacity for independent living

Inclusion in the community is encouraged by supporting clients to seek support from family, friends and the broader community in which they reside

Consideration is given to supporting independence in special needs groups where program capacity exists to do so

The assessment and support processes are monitored and reviewed for their impact in fostering client independence

FORMS AND RECORDS

Client Handbook

Shared drive

18.1 Focus on the Person

R&R believes that the independence of each individual should be encouraged and our support emphasises a focus on the person as a whole, recognises each individual's strengths and abilities and aims to empower the individual to identify their own support goals. We apply the Age-friendly Principles and Practices¹ to our work.

All services are delivered with a wellness and independence focus and incorporate the following considerations, in particular those outlined in the following **Aged Care Quality Standards (1.1 – 1.6; 2.1; 2.5; 3.1; 3.4; 3.5; 4.1 – 4.4; 6.4; 8.4)**

- ***Each client is treated with dignity and respect – with their identity, culture and diversity valued***
- ***Care and services provided, are culturally safe and appropriate***
- ***Each client is supported to exercise choice and independence, including to – make decisions about their own care and the way such care and services are delivered; make decisions about when family, friends, carers or others should be involved in their care, and; communicate their decisions, and; make connections with others and maintain relationships of choice, including intimate relationships***
- ***Each client is supported to take risks to enable them to live the best life they can (Dignity of Risk) See Section 11 – Support Planning and Delivery.***
- ***Information provided to each client is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice***
- ***Each client's privacy is respected and personal information kept confidential***
- ***Assessment and planning, including consideration of risks to the consumer's health and wellbeing, informs the delivery of safe and effective care and services***
- ***Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the client***
- ***Each client receives safe and effective personal care, clinical care, or both, that – is best practice, tailored to their needs and optimises their health and wellbeing***
- ***Deterioration or change of a client's mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner***
- ***Information about the client's condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared***
- ***Each client receives safe and effective services and supports for daily living that meet their needs, goals and preferences and optimise their independence, health, wellbeing and quality of life***
- ***Services and supports for daily living promote each client's emotional, spiritual and psychological wellbeing***
- ***Services and supports for daily living assist each client to – participate in their community within and outside the organisation's service environment, have social and personal relationships, and do the things of interest to them***
- ***Feedback and complaints are reviewed and used to improve the quality of care and services***
- ***Effective risk management systems and practices, including but not limited to the following – managing high impact or high prevalence risks associated with the care of clients; identifying and responding to abuse and neglect of clients; supporting clients to live the best life they can.***

18.1.1 ASSESSMENT

All Assessment Teams are trained in assessment of current functional capacity to promote independence/wellness and re-ablement which includes an assessment of:

- Focusing on the individual's strengths, abilities and maintaining or improving current functional capacity

¹ Department of Communities, Disability Services and Seniors (Qld: An age-friendly community) December 2017

- The ability to maintain independence whilst staying connected within the community
- Mobility and dexterity in activities of daily living
- Maintaining adequate nutrition and hydration (the ability to source and prepare food)
- Social networks including family and community links.

See Section 10: Assessment.

18.1.2 SUPPORT PLANNING

Where appropriate, support focuses on sustaining or improving a person's capacity to live independently. Support/care plans are developed using a wellness approach and focus on strategies to promote and foster client's independence. Detailed care plans are developed that ensure the strengths of clients are recognised and built on and not undermined through over servicing. Support planning may include sourcing services and supports, equipment and aids or fostering community connections depending on the client needs

A copy of the support/care plan is kept in each client's home to ensure they understand the work that will be done by support staff

See Section 11: Support Planning and Delivery.

18.1.3 CLIENT INFORMATION

Information on our focus on promoting and maintaining independence is included in both staff manuals and the Client [Handbook](#) and is explained to clients on entry and at reviews and at any other time when services may need to be modified. Clients are also asked to define *wellness goals* for the next 12 months during the annual client reassessment process.

See Section 14: Information Provision.

18.1.4 STAFF TRAINING

All staff and volunteers participate in training to foster independence.

18.2 Inclusion in Community

R&R recognises that an important strategy in maintaining and developing independence is for clients to maintain their links in the community. To this end clients are encouraged to seek support (when required) from family, friends, community groups and other resources as appropriate to their circumstances and needs. R&R assists clients to identify resources, and to contact and access them. We also work with family members/representatives to identify and clarify their role in ongoing services. R&R maintains links with the local communities and towns to whom we provide services.

See Section 4: Community Understanding and Engagement.

18.3 Special Needs Clients

See 9.3 Clients with Special Needs.

18.4 Monitoring Independence Processes

Independence processes and systems are regularly reviewed as part of our review program and staff, clients and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made. (See [Corporate Calendar](#) and Section 5: Continuous Improvement)