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Just Enough Paper Work to Support Individuals and the Organisation

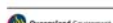
Active Support



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Accommodation Support and Respite Services

- Provides accommodation support to people with a moderate to profound intellectual disability with significant limitation in everyday functions
- Accommodation support services operate across Queensland, and include 227 shared or single households
- 600 people supported by the accommodation support service; 37% are aged over 50 years
- Support is provided 7 days per week / 24 hours per day with limited access to day services



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1926 people employed by Accommodation Support and Respite Services

Operational structure:

- 3 Zone Senior Managers
- 15 Service Centre Managers
- 50 Service Managers
- 77 Team Leaders
- 1495 Residential Care Officers



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Active Support - Implementation


- An independent review in 2005 recommended the implementation of Active Support
- DSQ engaged the Centre for Disability Studies in Sydney to provide a 'Train the Trainer' approach to the implementation of Active Support to our service
- Phase 1 commenced in February
- Phase 2 commenced in September



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Active Support Implementation

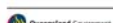
- 3 Program Officers (Practice Improvement)
- 2 Days of Classroom Training for each team
- Interactive Session (one on one training with the RCO/Program Officer/ service user)
- Follow up approx 1 month after training with teams
- Resource Officer (Active Support) supporting teams after training.



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Factors considered in the implementation of Active Support Documentation

- The integration of Person Centred Individual Planning and Active Support to reflect both the individuals' preferences and the organisation's needs for adequate documentation.
- Paperwork needs to reflect and provide evidence of a "continuous improvement" approach to service delivery consistent with the Queensland Disability Service Standards (Quality System)



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Factors considered in the implementation of Active Support cont.

- Residential Care Officers and Team Leaders sought user friendly documentation
- In a large organisation with significant staff movement, recording and tracking of information is crucial to ensure appropriate support to individuals

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Integrating Active Support and Person Centred Individual Planning

Considerations

- Shared language
- Shared documentation
- Shared resources

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Shared Language

3 Domains

1. Participation in community life
1. Developing and maintaining relationships with friends and family
2. Making choices and supporting competence in the home

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Gaining personal dignity and respect

Adapted from John O'Brien's 5 Accomplishments

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Shared Language cont.

- Important to and Important for the person
- Meaningful activities
- Routines
- Doughnut – understanding staff responsibilities

Acknowledgement - Person Centred Thinking Tools – The Learning Community for Person Centre Practices and Helen Sanderson and Associates

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Shared Documents

- Personal Abilities, Support and Safety Information
- Opportunities
- Activity Protocol

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Personal Abilities, Support and Safety Information

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Activity	PERSON'S ABILITIES Independence / Support from others	PROMPTS used to support this person	If this an OPTION for ACTIVE SUPPORT or INDIVIDUAL PLANNING	CURRENT SUPPORT STRATEGIES	SPECIFIC TIMING of SUPPORT	New ACTIONS REQUIRED
	See CODE 1 (on sheet or drop down box)	There may be more than one type of prompt. See CODE 2	Indicate "yes".	Are any specific strategies currently being used to enable the person to do this activity SAFELY? There may be more than one strategy. See CODE 3 Give brief details.	Are any strategies currently being used to enable the person to do this activity SAFELY? There may be more than one strategy. See CODE 3 Give brief details.	Do any further support strategies need to be identified to enable the person to do this safely? See CODE 4 Give Brief Details

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OPPORTUNITIES

Name: Merlin E

Date Commenced: _____ Date ceased or transferred to: _____
N&SP: _____

Date: Week 1 From: _____ To: _____

Activity Statement <i>Who, will do what, with what support</i>	How often	MON	TUE	WED	THU	FRI	SAT	SUN	Weekly	Fortnightly
1. Merlin will make a toasted sandwich for his lunch, with prompting and physical guidance every day (AP)	7/7	✓	✓	✓	✓	✓	✓	✓		
2.										
3.										

Key: ✓ = complete; (✓) offered but needed extra support; R = Offered but refused; X = Not offered; and staff to initial

TEAM REVIEW (Activity Achieved):

1. Yes []	No []	If Activity has been achieved remove it from the following week's Opportunity Plan & transfer the activity to appropriate times in this person's column on the Activity and Support Plan
2. Yes []	No []	
3. Yes []	No []	

Legend: AP = Refer to Activity Protocol

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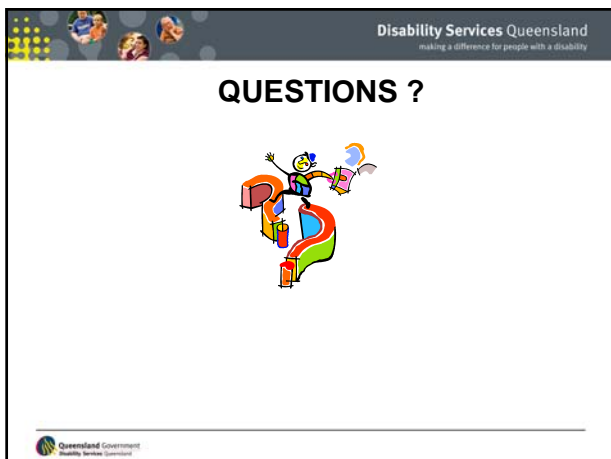
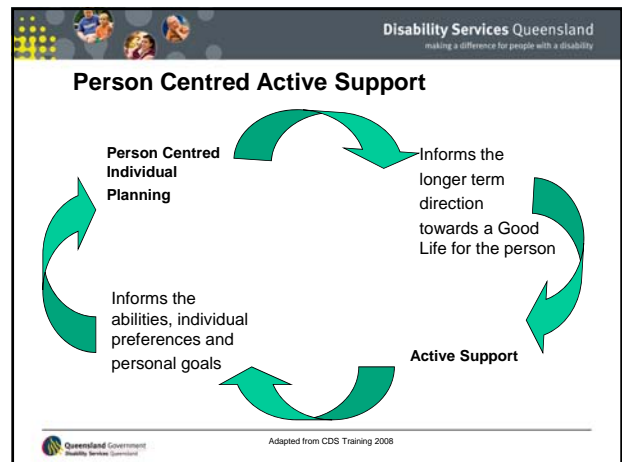
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Activity Protocol

Examples		Activity Protocol
Service user name:	Date of birth:	Review process:
Activity statement:	Date of commencement:	
Who will provide support?	Plan writer:	Completion or modification of Activity:
Communication:		Copies of Activity Protocol have been distributed to:
Expected outcome and criterion for success:		Approve:
Safety issues identified:	Safety Strategies:	
Activity procedure:		

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- Disability Services Queensland**
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- Shared Resources**
- Strategies for Safely Supporting People in Activities of Daily Living
 - Person Centred Individual Planning Tip Sheets
 - Family Questions
 - Listen to Me Work Book
www.pcp-in-hampshire.net/documents
or
www.helensandersonassociates.co.uk
 - Communication Resources
- Queensland Government
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- Disability Services Queensland**
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- Contacts:**
- www.helensandersonassociates.com.au
 - www.learningcommunity.us
 - Email: Michelle.Walker@disability.qld.gov.au
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