

## Person Centered Safety –

We can have it all!

### Policy to Practice

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Family &  
Community Services  
Ageing, Disability & Home Care

## Who are we

Jo

- 25 years working in the disability sector
- 18 years in clinical roles including management
- Qualifications in Psychology and education

Scott

- 15 years in disability services
- As DSW, Team Leader and Coordinator

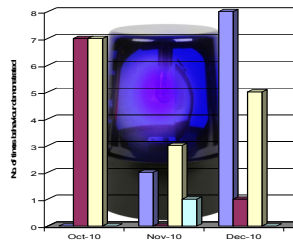
## Emma's story

- Emma is a 40 year old lady with an intellectual disability
- Emma spent 21 years living with her grandmother
- Emma's entry into supported accommodation was not typical as it was an emergency transition
- Limited background information available
- A lot of unknowns.

## The home

- Four bedroom modern home in a new estate with open floor plan, swimming pool and adequate space
- Two other ladies
- 24 hour support with active night shift
- New team of staff, new team leader and manager and new resident.

## Predictable chaos



## The Law, the response, the issues

- WorkCover NSW
- Improvement notice
- Monitoring and reporting

## Towards Person Centred Planning...

- Talking and listening to Emma
- The regular meetings
- Safe work procedures
- Ongoing support
- Utilising available resources
- Training and review

## Person Centred Planning

- Several meetings were held with staff, Emma and her family to find out :
  - What we like and admire about Emma
  - 'What's important to' Emma; this was critical
  - 'What's important for' Emma
  - 'How to best support' Emma
  - 'Four plus one' questions; focus on 'What have we learned?' and 'What needs to change?'

## Clinical review meetings

- Team leader, Key worker, clinicians, Service Coordinator
- Set agenda to get started
- 'What's important to?' - Emma's lifestyle goals
- 'What's important for?' - Health and well being, participation
- Review of the previous fortnights data/observations
- Program changes
- Staff support and training
- Other issues that need attention ie OHS.

## Getting the Balance

### *Prior to the move –*

- No consultation with the person directly
- No history of how they are best supported in a crisis
- Relationships unknown, not maintained
- Previous placement breakdown - no information
- Focus on SAFE ENVIRONMENT for staff and others initially
- 'Important to' and 'Important for' - not known

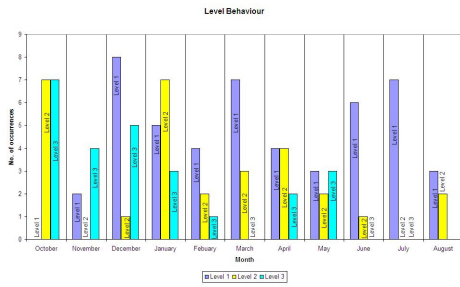
## Getting the balance continued .....

- Ongoing meetings with Emma (at her pace)
- Prompt action and advocacy to ensure Emma's wishes heard
- Relationships maintained with all those important to Emma
- Schedule of events to plan and look forward to, eg Live Shows
- Opportunities for learning new skills to participate in home activities, choose own routines and outings etc.

## Getting the balance continued.....

- 'Red heart' program – Emma's request
- 'Pamper' time scheduled for relaxation
- Medical monitoring and responding to health issues and prompt action
- Review meeting with all new team to review 'Important to' and 'Important for' and what was working and not working
- Lifestyle Planning and review continues.

## Reduction on all behaviour levels



## What we have learnt



Person Centered Safety –

We can have it all!

Thank you



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