

Providing Consumer Directed Care in Home Care Services

What does this mean for Direct Care Workers?



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This booklet was developed by Providers in North West Melbourne, facilitated by the Aged Care WIN (Workforce Innovation Network).

The Aged Care WIN is a program of the Community Services and Health Industry Skills Council, funded by the Commonwealth Government through the Department of Industry. The WIN's purpose is to support the sector in its reform preparations and implementation.

This booklet is designed to assist front line workers in Home Care to understand and respond to the changes of Consumer Directed Care. It can be used as a starting point for conversation within the organisation about these changes and their impact on staff and their work.



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AN INTRODUCTION TO THE CURRENT HOME CARE PROGRAM

“The Home Care Packages Program replaces the former Community Packaged Care Programs, which comprised Community Aged Care Packages (CACPs), Extended Aged Care at Home (EACH) packages and Extended Aged Care at Home Dementia (EACH-D) packages.”³

Homecare is changing

“New packages allocated following the 2012-2013 ACAR round are being delivered through a Consumer Directed Care (CDC) model, with all previously allocated packages changing to a CDC delivery by July 2015 (at the latest).”⁴

The Department of Social Services’s objective for the Home Care Packages Program is “to assist people to remain living at home for as long as possible; and to enable consumers to have choice and flexibility in the way that care and support is provided at home.”⁵

A BACKGROUND TO GOVERNMENT-FUNDED CARE IN THE HOME

In 2011, the Productivity Commission released its report on its inquiry into caring for Older Australians, and provided background into Aged care in Australia: “In 1985, the Australian Government and the state and territory governments jointly funded the Home and Community Care (HACC) program, which replaced a range of disparate community care services that were being delivered to older people and those with a disability. It aimed to provide care in the community without the need for institutionalisation and also to reduce the demand and financial pressures being placed on residential facilities.”¹

“The provision of more intensive care services for older people at home increased in 1992 through the introduction of Community Aged Care Packages (CACPs) and again in 1998 with Extended Aged Care at Home (EACH) and EACH Dementia (EACH-D) packages. Unlike HACC, these packages are funded exclusively by the Australian Government.”²



WHAT IS CONSUMER DIRECTED CARE (CDC)?

The Home Care Package Guidelines define CDC as “a way of delivering services that allows consumers to have greater control over their own lives by allowing them to make choices about the types of care and services they access and the delivery of those services, including who will deliver the services and when.”

Independence > Wellness > Re-ablement

Under a CDC approach, consumers are encouraged to identify goals, which could include independence, wellness and re-ablement. These will form the basis of the Home Care Agreement and care plan.”⁶

Within the context of CDC in Australian Home Care Programs, there are also a number of specific requirements which must be followed, including allowing the consumer to decide the level of involvement that they wish to have in managing their package and the implementation of an individualised budget for each consumer prepared by the Home Care Provider.

A key feature of CDC is that the Consumer must have ownership of decision making.



WE ALREADY DELIVER THE ACTIVE SERVICE MODEL (ASM), ISN'T THIS THE SAME?

The Active Service Model (implemented as part of the Victorian HACC Program) has similar principles and addresses a number of aspects of Consumer Directed Care, including a ‘doing with’ approach, rather than ‘doing for’.

Working together with the client

It also focuses on building the person’s capacity and provides opportunities to support the person to be as independent as possible, as well as enabling clients to be as actively involved in decision making as they can.

However, with Consumer Directed Care, there are additions beyond this model type in a change of the language from *client or service recipient* to **consumer**, and with an invitation to the consumer to be involved “in all aspects of their package, including co-ordination of care and services.”⁷

How ASM and CDC interact – the Direct Care Worker’s (DCW) role

Fred has a goal in his care plan to walk his granddaughter down the aisle at her wedding and has chosen a range of providers to work with him to improve his mobility and endurance so

that he can walk 5 metres unaided in 6 months time (CDC).

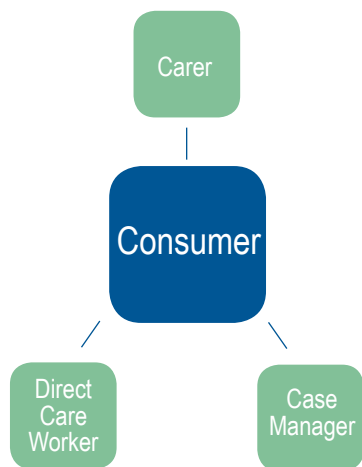
You as a DCW visit Fred on a weekly basis. Where you would normally get the mail for Fred and go shopping for Fred, it is stated in the care plan that you are to now ask Fred (ASM – decision making) whether he would like to walk to the mail box with you or go out shopping with you.

These ‘small steps’ are to support Fred’s overall goal to improve his independence in relation to his mobility.

THE CLIENT AS CONSUMER?

How will our clients (the consumer) understand these new changes?

While there is information on Consumer Directed Care made available through consumer groups e.g. COTA, and the My Aged Care website www.myagedcare.gov.au, it will also be important for every organisation to have a conversation with the consumers and their carers to ensure that there is a good understanding of the benefits (and limits) of their Home Care package under the CDC model.



THE CONSUMER WITHIN THE CULTURAL CONTEXT

Australia is a country of diverse peoples and it is important that you are able to communicate and respond appropriately to all your consumers during the course of your work.

As a Direct Care Worker, you should:

- Be aware of the cultural diversity of your clients (consumers)
- Get to know the person you are working with. Check the Care Plan to see their choices
- Increase your cultural awareness by participating in training and talk to your organisation if you need extra information
- Always raise any concerns, issues or questions about your role, or your interactions with the consumer, with your manager



WHAT IS THE ORGANISATION'S ROLE?

The organisation delivers care and services to the consumer by negotiating the individual's package.

The organisation is also responsible for ensuring that all other requirements of CDC packages are fulfilled.

THE ROLE OF THE CASE MANAGER

The Case Manager is appointed by the organisation and may be a separate role from the Direct Care Worker. The Case Manager's role involves working with the consumer and their CDC Home Care Program and includes:

- Care Planning
- Goal Setting
- Discussion of the consumer's individual budget and its possibilities
- Ongoing management of the Home Care Package; contact with the consumer
- Supporting the Direct Care Worker to deliver services
- Assisting the Direct Care Worker with problem solving

Goal Setting

Peter would like to continue living at home for as long as possible despite being well aware his health continues to decline.

His wife Michelle is in hospital awaiting a permanent bed due to her increased care needs associated with her dementia.

Peter likes to visit his wife every day and is receiving support from a Direct Care Worker with home help. However, overnight Peter is becoming increasingly anxious.

During a recent care plan review, his case manager noted that he used to keep pet dogs and asked why he hadn't owned one for a number of years.

Peter says that he would love to own a dog as it would provide him with company now that his wife is not in the home and would also help with his anxiety overnight. He is just not sure that he will be able to walk the dog every week.

Peter's new goal in his plan is to increase his capacity and confidence in living at home.

The goal strategy would be to source a suitable physical exercise program for Peter e.g. local walking group and/or strength training program and explore possible options for a dog with low maintenance needs.

THE ROLE OF THE CARER

The Consumer may have a Carer who supports them. This person may be a member of their close or extended family, or may be a friend.

While it is important to remember the continuing role of the Carer in the Consumer's life, it is important to remember that the primary focus of the Home Care Program is to support and respond to the identified goals of the **Consumer**.

Some Carers have the authority of being the appointed Decision Maker for the Consumer and the Care Plan will identify this.

WHAT IS MY ROLE IN CDC AS THE DIRECT CARE WORKER?

You are an important and valued partner in the interactions with the Consumer, and can make a direct positive difference in someone's life.

You are the primary source for the support provided by the Home Care package.

- You will be able to reinforce the conversations about CDC with your clients/consumers (including its benefits)
- How you interact with the Client will impact on how they see themselves: their choices, their abilities and their independence
- What you see and hear is important in assisting the organisation to respond to any changes or concerns related to the Consumer

Important things to know:

- What decisions you can make within your role
- What to do if the consumer requests a change
- The agreed contract obligations if your organisation has been contracted to provide the service



PRIVACY AND CONFIDENTIALITY

As a Direct Care Worker you are still bound to maintain a consumer's privacy and confidentiality. This means that:

- information about a consumer should be kept secure
- you should not share information about a consumer with other people unless you have the consumer's permission, or it is required as part of reporting to your line manager

There are State and Commonwealth laws that cover privacy and confidentiality.

If you are unsure of what else may be involved in your requirements, it is important to follow up with your manager.

QUESTIONS

I am already working 'with' the client and giving them choice. Isn't this Consumer Directed Care?

The main principles of Consumer Directed Care and your work with the clients/Consumers may not be different from the current practice within some organisations.

You may not notice a difference in the way you work and the support you give your consumer if your consumer's Care Plan:

- is driven by the consumer
- documents their goals - defined by them and with a range of strategies to assist them meet these
- allows you to respond to your consumer through a range of choices agreed to by the consumer

What do I need to know before going to the Consumer?

- Understand the Consumer's Care Plan; their defined goals and the strategies that they have agreed to
- Know your level of responsibility - what you can answer and what you need to refer while still maintaining a good relationship with the Consumer
- Make sure that you have all the information you need to help you work with the consumer and promote the principles of CDC

What do I do, if the consumer wants me to continue doing everything for them?

- Encourage the consumer to be active in their care
- Ensure that you understand the consumers' agreed goals and strategies in their Care Plan
- Continue to explain the benefits of the 'new' program
- Continue to talk to the organisation about the consumer's progress

What do I do if the consumer wants me to do something different when I go to visit them?

- Understand the agreed Care Plan goals and strategies. If the change fits within the choices, understand your limits to be able to change your tasks for the day, and respond to the consumer's wishes.
- If the change does not fit within the boundaries of the Care Plan or is beyond your decision making limit, then explain to the consumer and contact your manager for instructions

This sounds different from what I have done before. How will I know what to do?

- If you are doing things differently from before, your organisation will provide some training to assist you
- If you need more information or resources, ask your manager
- If you are concerned about the changes, talk about it to your manager

GLOSSARY OF TERMS

ACAR

Aged Care Approvals Round

ACAT

Aged Care Assessment Team (known in Victoria as ACAS or Aged Care Assessment Services)

Carers

Family members and/or friends providing support to the consumer

Case Manager

May also be known as Coordinator or Facilitator. The Home Care organisation's representative who works with the consumer to establish the Care Plan and ensure its ongoing relevance.

Care Plan

A document which includes the goals (and their strategies) which the Consumer wishes to achieve through the Home Care Package.

Consumer

A person who is receiving care and services under a Home Care Package with funding provided by the Commonwealth Government.

COTA

COTA Australia is the peak national organisation representing the rights, needs and interests of older

Australians. It is the national policy and advocacy arm of the COTA Federation which comprises COTAs in each State and Territory. COTA Australia focuses on policy issues from the perspective of older people as citizens and consumers.

Cultural Awareness

"Cultural awareness entails an understanding of how a person's culture may inform their values, behaviour, beliefs and basic assumptions."⁸

Cultural Diversity

"The cultural variety and cultural differences that exist in the world, a society or an institution."⁹

DCW

Direct Care Worker

Goal Setting

The process where the consumer and the organisation's designated person (Case Manager) work together to identify the planned outcome(s) of the consumer's Home Care package.

HACC or Home and Community Care Home Care

A type of aged care for which a 'home care' subsidy is payable. A revised form of aged care formerly known as 'community care'

HCP or Home Care Package

- **Home Care Level 1** – a new package to support people with basic care needs.
- **Home Care Level 2** – a package to support people with low level care needs, equivalent to the former Community Aged Care Package (CACP).
- **Home Care Level 3** – a new package to support people with intermediate care needs.
- **Home Care Level 4** – a package to support people with high care needs, equivalent to the former Extended Aged Care at Home (EACH) package.

Re-ablement

The use of timely assessment and targeted interventions to assist people to maximise their independence, choice and quality of life and minimise support required – to enable people to actively participate and remain engaged in their communities.¹²

Definitions of terms can also be found at:

<http://www.agedcare.org.au/publications/general-pdfs-images/aged-care-acronyms-list>



RESOURCES

In their Homes

A training resource by ACSA (Aged & Community Services Australia), a national peak body for aged care www.agedcare.org.au/publications/in-their-homes

My Aged Care website

Information about the aged care system and services www.myagedcare.gov.au or T: 1800 200 422

Centre for Cultural Diversity

www.culturaldiversity.com.au

Home Care Today, COTA

www.homecaretoday.org.au

Home Care Packages Program, Department of Health

www.health.gov.au/internet/main/publishing.nsf/Content/ageing-aged-care-review-measures-home-care-packages

Translating and Interpreting Service (TIS), Department of

Immigration and Citizenship
www.tisnational.gov.au or T: 131 450

VIDEO: Consumer Directed Care - It's a matter of choice!

www.youtube.com/cshisc or <http://youtu.be/1EUTf970pUM>

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¹ Page 14, Chapter 2 *The Current Aged Care System* Productivity Commission Inquiry Report, Volume 1, *Caring for Older Australians* No. 53, 28 June 2011

² Page 15, Chapter 2 *The Current Aged Care System* Productivity Commission Inquiry Report, Volume 1, *Caring for Older Australians* No. 53, 28 June 2011

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³ Page 6, Home Care Packages Program Guidelines, Department of Social Services, August 2013; <http://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/get-involved/home-care-packages-program-guidelines-august-2013>

⁴ Home Care Packages Program Guidelines, Department of Social Services, August 2013; <http://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/get-involved/home-care-packages-program-guidelines-august-2013>

⁵ Home Care Packages Program Guidelines, Department of Social Services, August 2013; <http://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/get-involved/home-care-packages-program-guidelines-august-2013>

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⁷ Page 8; Home Care Packages Program Guidelines, Department of Social Services August 2013; <http://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/get-involved/home-care-packages-program-guidelines-august-2013>

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⁸ Centre for Cultural Diversity in Ageing, <http://www.culturaldiversity.com.au/practice-guides/cultural-awareness>

⁹ <http://dictionary.reference.com/browse/cultural+diversity/>

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¹⁰ Page 5-6, Home Care Packages Program Guidelines, Department of Social Services August 2013

¹¹ Page 96, Home Care Packages Program Guidelines, Department of Social Services August 2013

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¹² Page 95-96 Home Care Packages Program Guidelines, Department of Social Services August 2013

Australian Croation Community Services



Catholic Homes



Aboriginal Community Elders Services (ACES)



Froniditha Care



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