A GUIDE TO USEFUL RESOURCES

Implementing Wellness and Reablement Approaches in Community Aged Care

A Project of the Inner West Sydney, Hunter Valley And Central West Sector Support Development Projects

Funded by the Australian Government Depart of Health

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INNER WEST AREA SECTOR SUPPORT DEVELOPMENT & TRAINING SERVICE

integratedliving supporting individuals enriching communities

ORANGE CITY COUNCIL

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INTRODUCTION

On Wellness and Reablement

Services funded under the Commonwealth Home Support Programme (CHSP) are now required by the Australian Government to operate within a wellness and Reablement framework. From 2018, CHSP funded projects will submit an annual report on their progress in implementing the model across their organisations and practice.

Wellness is a term used to describe ongoing actions that encourage and support the person to be independent so that they can live as good a life as possible. Every older person coming into the aged care system brings with them their own set of strengths, abilities, resources and hopes for the future. Recognising and working with these to maximise independence is the starting point for work between clients and CHSP providers.

Reablement is a subset of wellness. Reablement is a time limited support strategy directed towards addressing a specific barrier to the person's independence. Reablement always aims at a particular desired outcome, or 'goal' and may last a few weeks or months depending on the situation. In the CHSP, Reablement may be the whole focus of work, with the client exiting the system once they've achieved their goal. Or, a short-term Reablement strategy addressing a barrier to independence may be just one part of an overall support plan for a client who will continue to use CHSP support once the Reablement goal is reached.

INTRODUCTION

About this Resource

This resource was co-produced by CHSP Sector Support and Development Projects in Inner West Sydney, Hunter Valley, Central West and Glen Sorensen - Age Communications. This resource was funded by the Australian Government Department of Health.

This resource describes and provides information about accessing further resources that may be helpful to CHSP providers in understanding and implementing Wellness and Reablement Approaches. It contains information and links to useful:

- Publications
- Filmed resources
- Research and articles
- Websites
- Sources of equipment and assistive technology.

The resource is not intended as an exhaustive guide, only a reference point to assist service providers. The three Regional SSDOs will endeavour to update the resource on regular basis.

Funded by the Australian Government Department of Health

USEFUL PUBLICATIONS

Co-producing Aged Care Services with a Wellness Focus

This 2016 Western Australian publication and tool-kit outlines what is meant by Wellness and Reablement Approach and explores in depth the practice of co-production; its principles, challenges and approaches when working with older people. It is an interactive document with audio clips, tools and activities and links to useful resources.
https://centralvicpcp.com.au/lmcca/wp-content/uploads/2018/03/CW-Co-production-Toolkit-2016-Part-1-web.pdf

Co-production of Health and Well-being in Scotland

This 2013 publication contains a series of articles about the practice of co-production, particularly with older people to achieve improvements in health and well-being.
http://www.govint.org/fileadmin/user_upload/publications/Co-Production_of_Health_and_Wellbeing_in_Scotland.pdf

Living Well at Home: CHSP Good Practice Guide

A 2015 Department of Social Service guide for CHSP funded services providing information and case studies on what good practice looks.
https://agedcare.health.gov.au/sites/g/files/net1426/f/documents/06_2015/good_practice_guide_version_web_accessible_pdf.pdf

USEFUL PUBLICATIONS

National Guidelines for Spiritual Care in Aged Care

Spiritual wellness is one component of overall well-being. This document provides a framework for best practice in spiritual care with consumers in the aged care system. Available for purchase or free PDF copy for members https://meaningfulageing.org.au/product/national-guidelines-for-spiritual-care-in-aged-care-digital-copy/

Wellness Approach to Community Home Care

A comprehensive booklet produced in WA in 2008 covering the Wellness Approach, its benefits, strategies and four scenarios. For copies of the booklet contact ph: 1300 393 812 or ph:1300 394 703.

Wellness and Reablement Review: Summary of Consultations

A report form the Nous Group, engaged by the Department of Health in 2017 to conduct a review of Wellness and Reablement Approaches in the aged community care sector including CHSP and Home Care Packages. Contains definitions, case studies, a model for provider implementation of Wellness and Reablement, implementation challenges, support structures for embedding Wellness and Reablement approaches.
https://agedcare.health.gov.au/programs/wellness-and-reablement-review-summary-of-consultations

USEFUL PUBLICATIONS

A Handbook for Community Services

A 2011 ADHC publication on empowering people, enhancing independence and enriching lives containing ideas and stories on goal attainment, strength based practice, short term reablement.

Department of Health -Aged Care Diversity Framework

The Diversity Framework is envisaged to be a living document that takes a holistic approach to older people with diverse characteristics and life experiences to drive cultural and systemic improvements to aged care. The Diversity Framework provides an overarching structure which includes a number of action plans. The intent of the action plans is to support government, aged care providers, consumers,families and carers by focusing on solutions to address specific barriers and challenges affecting each group's ability to access mainstream and flexible aged care services.
https://agedcare.health.gov.au/sites/default/files/documents/04_2018/aged_care_diversity_framework.pdf

Better Practice Demonstration Projects Evaluation

A 2012 ADHC publication summarising the design, conduct & consumer outcomes from four demonstration projects trialling short term Reablement in community care.

Towards an Enabling Approach in Community Care

A 2011 ADHC publication outlining what is an Enabling Approach, why use it and how to support it.

Some ADHC publications around enhancing Independence and the Enabling Approach are resources that can still provide ideas & resources. The resources are no longer available on ADHC website. Due to their wide distribution ,they are valuable to still refer to if you have copies. If you are seeking copies maybe talk to you SSDO.

USEFUL FILMED RESOURCES

Constructive Conversations with Consumers

Demonstrations of practical communication strategies to assist consumers to identify and express their goals.
https://www.youtube.com/watch?v=EoWM1xBLV2w&feature+youtu.be

Have the Conversation with Older People

A short video produced by Beyond Blue about opening conversations with older people who may be experiencing anxiety, depression or suicidal thoughts. The website also includes conversation guides and starters.
https://www.beyondblue.org.au/who-does-it-affect/older-people/have-the-conversation-with-older-people

Messages for Older People

A series of short videos by Healthtalk Australia on the importance of participating in meaningful activities, spoken by older people themselves.
http://research.healthtalkaustralia.org/experience-ageing/messages-for-older- people

USEFUL FILMED RESOURCES

Music on the Brain

A 2016 Catalyst episode from the ABC. Looks at the power of music and its application in engaging people with cognitive impairment.
https://www.youtube.com/watch?v=ywYGOjxVFk0

Older People are Happier

A 2011 TED talk where Laura Carstensen outlines research demonstrating that as people age they tend to grow happier and more content and adopt a more positive world view than the young.
https://www.ted.com/talks/laura_carstensen_older_people_are_happier

The Young Ones

A 2010, four part series documenting an experiment where six older British celebrities move into a house for a week. A good example of how group and individually designed programs contribute to wellness and reablement outcomes. Comes with an extra documentary explaining the science behind it. Highly recommended. Available from Acorn Media and the ABC Shop Online http://acornmediaau.com/the-young-ones.html

USEFUL FILMED RESOURCES

Walk the Person Centred Talk

A practical resource developed in 2016 to help with engaging clients using person centred approaches. Contains five filmed scenarios from 1st meeting between a client and case manager to the development & implementation of the support plan by a support worker. **Produced by Integratedliving Australia, Sector Support and Development.**

Wellness and Language in Consumer Directed Care

Hilary O'Connel a wellness philosophy expert in Western Australia talks about the importance of wellness and language in consumer directed care. Short four minute outline.
https://www.youtube.com/watch?v=81xE8bLk1wc&feature=youtu.be

Young @ Heart

Subtitled 'You're never to old to rock and roll', follows a senior's choir as it rehearses new songs and presents a concert. An inspirational documentary film about old age, learning and the importance of meaningful activity. **Search online for availability of the Region 4 DVD.** Some clips of this singing group are also available on YouTube.

USEFUL FILMED RESOURCES

Speak My Lanaguage -Conversations with CALD Communities about Ageing in Australia

This national digital program brings together a collection of over 600 audio and radio stories told by CALD seniors and their families living in Australia. The stories are facilitated and recorded by Bilingual Aged Care Facilitators from across the country engaged ECC's in NSW, Queensland and Victoria. The stories are recorded in-language and feature health professionals, consumers, carers and members of the community who discuss the challenges of navigating the health and aged care system in Australia. The personal journeys and stories are incredibly moving, and discuss over 14 priority aged care topics and themes including Dementia, Elder Abuse, Complaints, Future planning, accessing My Aged Care and much more. The tools and recourses can be used as effective learning tools for staff and personnel training as well as fantastic resources to be shared with new CALD clients and their families.

Visit the website to download podcasts and learn more about wellness and wellbeing from a CALD perspective.

www.speakmylanguageradio.com

Contact the Ethnic Communities Council of NSW Telephone: 02) 93190288 or the Ethnic Council in your state or territory.

A practical resource developed in 2016 to help with engaging clients using person centred approaches. Contains five filmed scenarios from 1st meeting between a client and case manager to the development & implementation of the support plan by a support worker. **Produced by Integratedliving Australia, Sector Support and Development.**

USEFUL ASSESSMENT TOOLS

Adult Social Care Outcomes Toolkit (ASCOT)

A widely used assessment tool, developed by the University of Kent, that determines the impact of support services in seven domains (life areas) including control over daily life, personal grooming, food and drink, safety, social contact, meaningful activity and home cleanliness and comfort. You can register on this website to use this tool. www.pssru.ac.uk/ascot/

A Well-being Assessment Tool

A tool with five sets of ten questions that identify how healthy a person is in the areas of physical, social, emotional, spiritual and intellectual health.
https://www.chsalliance.org/files/files/HHR/HHR%20Asia%202017/Day%201/4c_%20 Well-being%20Assessment%20Tool.pdf

Bathel's Index of Activities of Daily living (BAI)

A commonly used screening tool with ten questions about ADLs to gauge whether the person is independent, partially dependent or dependent.
http://camapcanada.ca/Barthel.pdf

Clinical Frailty Scale

A useful scale developed by Dalhousie University in Halifax Canada that identifies nine levels of frailty in images and words. Can be useful as a classification and targeting tool for activity programs. **Find it by googling images of 'Clinical Frailty Scale'.**

USEFUL ASSESSMENT TOOLS

Hoarding Assessment Tools

This website has a number of assessment tools for use in hoarding and squalor situations. The Environmental Cleanliness and Clutter Scale rates cleanliness of the person's accommodation. The Clutter Image Rating Scale uses three sets of photographs showing escalating levels of clutter in a bedroom, kitchen and living room. There is also a screening tools based on the service provider's observations.
http://www.hsru.com.au/support-for-family-and-friends/assessment-tools/

Personal Well-being Index (PWI–Adult)

A tool that measures seven areas (domains) of life satisfaction and overall life satisfaction on a scale of 0–10. There is a handbook, versions in 26 languages and one for people with intellectual difficulty/cognitive impairment.
http://www.acqol.com.au/instruments

Personal Well-being Questions

A set of four questions about personal well-being identifying levels on a scale of 0– 10 on overall life satisfaction, worthwhile pursuits, happiness and anxiety. Download questions and instructions from
https://whatworkswellbeing.org/

USEFUL ASSESSMENT TOOLS

Recovery Assessment Scale – Domains and Stages (RAS-DS)

A self-reporting measure with a focus on recovery for people living with mental illness that enables people to identify their own successes in recovery and the areas needing further work. http://ras-ds.net.au/wp-content/uploads/2016/03/ras-ds-manual-v2-2016.pdf

Senior Fitness Test Measuring Functional Fitness of Older Adults

A set of seven easy tests of fitness for older people. This article outlines issues and skills in measuring older people's fitness and includes instructions for each test plus tables on the normal scoring ranges for both men and women in five year cohorts for 60-64 to 90-94. A useful measure for setting baselines and measuring progress in programs designed to increase physical fitness. YouTube also has some instructional videos showing the tests.
http://www.dsnm.univr.it/documenti/OccorrenzaIns/matdid/matdid182478.pdf

Quality of Life

This site has a list of instruments that can be used to assess quality of life. There are 35 instruments listed under the Geriatric Population Group.
http://www.acqol.com.au/instruments

USEFUL ASSESSMENT TOOLS

Standard Client/Community Outcomes Reporting (SCORE)

This is an optional extra in Data Exchange (DEX) reporting to the Commonwealth Department of Social Services. This allows funded providers to measure consumer outcomes and compare them to other similar services. Any CHSP provider can opt in and, in exchange for the extra data, DSS analyses and provides data reports in return.

https://dex.dss.gov.au/wp-content/uploads/.../using_score_to_report_outcomes.docx

Zarit Screen Measures of Caregiver Burden

A widely used four question screening tool that measures the burden experienced by carers.

https://www.researchgate.net/publication/21147489_The_Screen_for_Caregiver_Burden

USEFUL RESEARCH AND ARTICLES

Ageing Well at Home: Measuring the Impact of Community Care for Older People

A 2017 Macquarie and Wollongong University research report on the development and testing of the Australian Community Care Outcomes Measure (ACCOM). http://apo.org.au/system/files/98811/apo-nid98811-356956.pdf

Home and Community Care Wellness Implementation Evaluation Study (2009)

An evaluation report by Skinner C et al that discusses the results of implementation of a wellness philosophy and practice within 23 HACC funded projects in Western Australia. The study outlines a common set of implementation stages for organisations and the benefits for staff, consumers and service delivery.
https://agedcare.health.gov.au/sites/g/files/net1426/f/documents/10_2014/evaluation-of-the-consumer-directed-care-initiative-final-report.pdf

Implementing Wellness, Reablement and Restorative Support with Older People and their Allies – Seven Key Steps

Outlines a step-by-step approach on implementing enabling approaches across an organisation. Also has a list of useful articles and research.
https://www.carriehayter.com/

USEFUL RESEARCH AND ARTICLES

Kent Mental Well-being Programme Evaluation: Concept Mapping Report

This 2015 report summarises the findings and lessons from a multi-stranded strategy to strengthen mental well-being across eight programs including library well-being hubs, primary carer link workers, men's sheds, a six step to well-being campaign, creative arts partnerships, mental health first aid and workplace and school programmes.

http://mcpin.org/wp-content/uploads/McPin-Foundation_Concept-mapping-report_FINAL_Nov2015-1.pdf

Maximising the Potential of Reablement

Short article that explores what successful Reablement looks like. Two good case studies on improving independence in meal preparation and saving costs.

www.scie.org.uk/publications/guides/guide49/measuringoutcomes.asp

The Home Care Satisfaction Measure: A Client-Centered Approach to Assessing the Satisfaction of Frail Older Adults With Home Care Services

A 2000 research article by Geron et al on the testing of the HCSM Tool. This too, may contain some evaluation questions that are useful for gauging satisfaction with support workers, case management services, delivered meals and shopping order services. The Journals of Gerontology, Volume 55, Issue 5.

https://academic.oup.com/psychsocgerontology/article/55/5/S259/536416

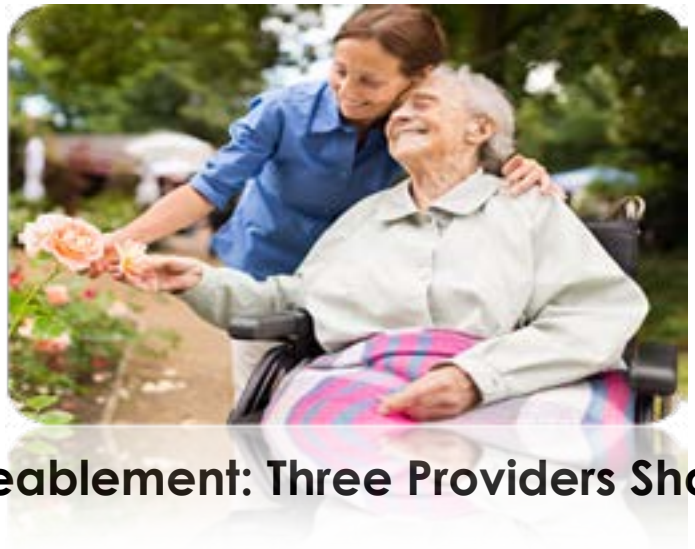
USEFUL RESEARCH AND ARTICLES

Reviewing the Meanings of Well-being and Wellness and their Implications for Food

A 2010 research online article from researchers at the University of Wollongong that discusses how the concepts of wellness and well-being can be used by food service providers and stakeholders to more effectively communicate good nutrition messages.
https://ro.uow.edu.au/cgi/viewcontent.
cgi?referer=&httpsredir=1&article=1711&context=hbspapers

Wellness & Reablement approaches to delivering Home & Community Care Services in WA & Victoria

A useful 2010 NACA background paper with clear definitions, references to the evidence base and descriptions and lessons of implementation in Western Australia and Victoria, the leaders in Australia www.naca.asn.au



Wellness and Reablement: Three Providers Share Their Experiences

2016 Article in Community Care Review with links to three other articles in which service providers share their experiences and lessons in implementing wellness and reablement programs.
https://www.australianageingagenda.com.au/2016/05/05/wellness-reablement- three-providers-share-experiences/

USEFUL RESOURCES

The Engagement Toolkit

Is a comprehensive resource for aged care services to help care organisations and their staff improve engagement practice. It was developed as part of a large research project involving two Australian aged care service providers. This set of tools is designed to guide you through the process of thinking about what engagement looks like for you, what is working well, and what needs to be improved. These tools are designed to walk you through the process and make it simpler. The Tool-kit can be used by staff in any role in aged care organisations, or by groups of staff working in residential, community, or retirement living services.
https://nmsw.uq.edu.au/client-engagement-toolkit

Valuing People

Valuing People is a free and easy-to-use resource developed by Alzheimer's Australia for community organisations to help improve the quality of support they provide. By registering for the organisational self-assessment you will have access to web-based data entry and analysis.
It has been designed to support community care providers move towards more personalised services as they transition to the consumer directed care model. This resource has been found to be useful with all consumers not only those living with dementia .
http://www.valuingpeople.org.au/

USEFUL WEBSITES

Active Ageing Australia

South Australian organisation with a wide range of courses, training and resources for active ageing, including the two day accredited course, Easy Moves for Active Ageing, exercises focused on strength, balance and flexibility for older people. https://activeageing.org.au/

Active Service Model

A Health Victoria website which outlines the Active Service Model building person centredness and supporting older people to live well at home across service provider organisations. Contains a wide range of downloadable articles, papers, and case studies. https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/hacc-program-for-younger-people/hacc-program-guidelines/hacc-quality-and-service-development/active-service-model

Home Care Today

A Council on the Ageing project supporting consumers and providers in understanding and implementing Consumer Directed Care in the Home Care Package Program. Contains useful information in the provider's section on consumer engagement, co-production, Wellness and Reablement and implementation challenges. https://homecaretoday.org.au/

Social Care Institute for Excellence (SCIE)

A UK organisation with a range of resources and research for the social care and health sectors. https://www.scie.org.uk

USEFUL WEBSITES

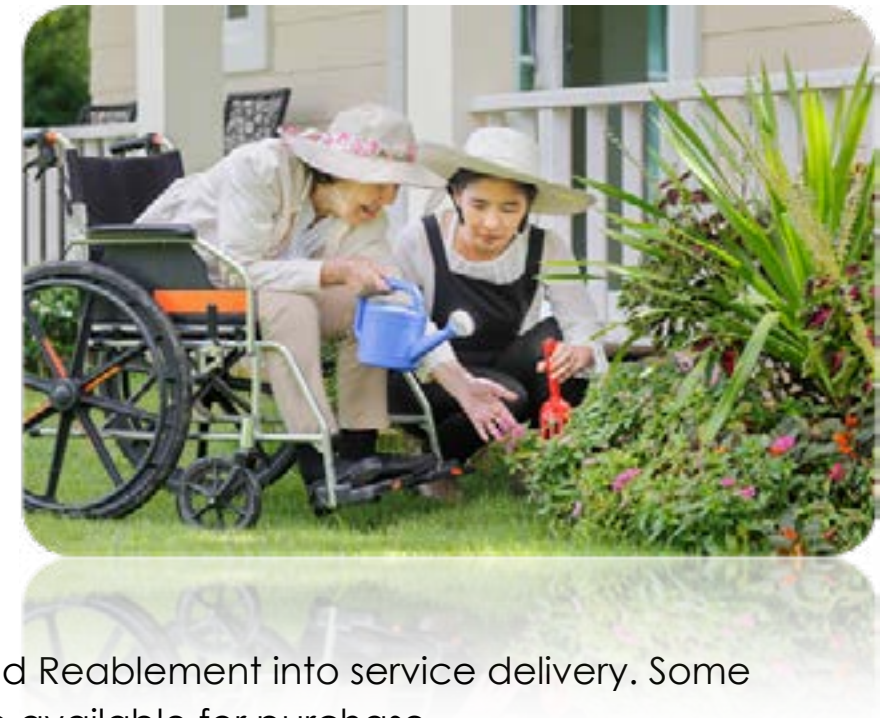
Quality of Life

This site has a list of instruments that can be used to assess quality of life. There are 35 instruments listed under the Geriatric Population Group.
http://www.acqol.com.au/instruments

What Works Well-being

A UK site dedicated to exploring well-being in all its contexts including at broader societal and community levels, organisational well-being through to personal levels at all life stages. Contains fact-sheets, presentations, resources, and discussion papers. https://whatworkswellbeing.org

Wimmera PCP (Primary Care Partnership)



Useful Victorian website on implementing Wellness and Reablement in CHSP funded services. Contains information and links to resources on client engagement, co- design and co-production; service specific assessment, care planning and review; inclusive wellness and personal centred communication practices; and embedding Wellness and Reablement into service delivery. Some resources are free, others are available for purchase.
http://wimmerapcp.org.au/hacc-and- community-aged-care/active-service-model/

USEFUL WEBSITES

Healing Foundation

Contains heartfelt stories and resources . A powerful website to encourage providers to start reflecting on what do they understand about the Stolen Generations , story & history Then importantly how are they going to support the needs of this vulnerable group as they access our care system.

http://healingfoundation.org.au/bth20/

Connection to Value and Belief (Supporting Carers)

This website is focused on Supporting Carers providing Cultural Care for Aboriginal and Torres Strait Islander children .The website though for a non-indigenous community based worker provides a lot of detailed information around the importance of connecting to culture and may assist in their work.

http://www.supportingcarers.snaicc.org.au/connecting-to-culture/cultural-protocols/

USEFUL SOURCES OF EQUIPMENT AND ASSISTIVE TECHNOLOGY

General Products, Mobility and Home Aids

Arthritis Solutions
Wide range of mobility, kitchen aids, eating utensils, everyday activity solutions, bed and bathroom aids. http://www.arthritissolutions.com.au/

Astris Lifecare
Wheelchairs, bedroom and seating, mobility, bath and shower, toilet, pressure care, daily living aids. http://www.ablerehab.com.au

Assistive Technology Australia
Previously the Independent Living Centre NSW. Wide range of assistive technology products and aids. http://at-aust.org/

Comfort Discovered
Arthritis products, back support, braces, bathroom, bedroom, household aids, office and reading, mobility, travel comforts. https://comfortdiscovered.com.au/

USEFUL SOURCES OF EQUIPMENT AND ASSISTIVE TECHNOLOGY

Danoz Direct
Light weight Swivel sweeper, bucketless mops, etc.
https://www.danozdirect.com.au/

Innovations
A magazine containing a wide range of innovative products, some of which are designed for people with mobility or functional challenges. These can be ordered on-line or over the phone. Subscription is free.
http://www.innovations.com.au/

Vision Australia
Wide range of equipment solutions for the sensory impaired.
https://www.visionaustralia.org/

Willaid Health Care Equipment
Bathroom and toilet aids, bedroom, cushions and posture, daily living aids, home medical, chairs, mobility aids, lifters and slings, mobility. Located at Coffs Harbour, http://www.willaid.com.au

Exercise and Fitness Products

Fit Ball
Fitness and wellness products and equipment. http://www.fitball.com.au/

Handmaster Plus
The Handmaster ball strengthens hand muscles.
https://www.handmasterplus.com/

Thera-band
Progressive elastic resistance exercise products for exercise and fitness programs. http://www.thera-band.com