

Core Module Manual

Full Care Lifetime

CONTINUITY OF SUPPORT POLICY AND PROCEDURE

Continuity management is an integral part of our operating plan, risk management and decision-making throughout the organisation. Continuity of care to our participants falls within this remit. Continuity of care planning contributes to improved quality and safety of care, increased the satisfaction of the participant, Staff and our organisation, and will maximise the use of resources to provide the appropriate level of care and access.

The participant's NDIS Plan incorporates reasonable and necessary supports and any informal supports that already available to the individual (informal arrangements that are part of family life or natural connections with friends and community services) as well as other formal supports, such as health and education.

Full Care Lifetime will ensure that participants receive consistent supports and services to assist them in undertaking daily activities and maintaining their life choices. The organization will manage these supports in an efficient and effective manner to minimize disruptions and ensure the continuity of care, preventing any interruptions to the services provided.

This policy applies to the Staff managing and working with participants.

POLICY

Director will arrange schedules to ensure that participants know who is attending to their needs and supports. Director will pair participants with workers who hold appropriate skills and knowledge. Participant's requests are matched wherever possible. Examples of meeting the participant's wishes may include accessing a Staff who speak the participant's first language or share the same cultural background or meet the specific criteria that have been requested.

Staff will be placed with participants whose location is close to their home to reduce travel and increase retention. Continuous support and predictability will be planned through the allocation of a consistent Staff to a participant. All supports and strategies are recorded in the participant's plan and will be used by all Staff when supporting the participant's preferences and needs (see Support Management Policy and Procedure).

PROCEDURE

To ensure participants have timely and appropriate support without interruption Full Care Lifetime's Staff will:

- Access, read and comply with the participant's plan.
- Review the strategies listed in the support plan before the provision of support.
- Provide quality services as per plan.
- Provide care plans to staff which includes all the preferences and needs of the participant for a person centred approach by keeping Participant at centre
- List all appointments and tasks related to the participant's needs.
- Be allocated according to the participant's requirements.
- Inform the Director of any absences in advance to allow time to allocate a replacement who meets the criteria of the participant and preferable is known to the participant.
- Contact participants if there are any changes or potential changes in their care, and
- Undertake emergency procedures as required.

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No appointments are ever double booked. When travelling to participants, it is essential that adequate travel time is factored in to ensure correct arrival time.

Disruptions and changes

Full Care Lifetime notifies participants when an unavoidable interruption occurs. Staff makes every attempt to inform participants via telephone and email prior to any unavoidable disruptions to services or participant appointments. When not possible, the participants are briefed on arrival at the next meeting or scheduled service.

Director contacts participant to:

- Seek participant's agreement and to ensure that they are entirely aware of the changes
- Explain alternative arrangements to the participant.

In case of an emergency, when a worker cannot attend work due to circumstances out of their control (such as illness, family emergency) then Full Care Lifetime will attempt to place a worker who is known to the participant, but if this is not possible, we will send the best match to the participant. Full Care Lifetime will contact the participant and inform them of the situation and give details of the replacement worker to the participant.

Absence or Vacancy

When a Staff is absent, or a vacancy becomes available then Full Care Lifetime's Director will:

- Contact a Staff a suitable replacement such as a Staff with the relevant qualifications or language requirement.
- Where possible, provide a Staff who has worked with the participant previously and is aware of the participant's preferences and needs.
- Where possible, advise the participants of replacement person and gather feedback on the replacement Staff.
- Replacement Staff will be sensitive to participant's requirements and ensure that care is consistent with the participant's expressed preferences.

Staffs that are unable to work are required to contact the Director. If there is an intended absence (such as vacation or appointment), then the Staff must inform the Director at the earliest opportunity, to allow time to prepare the participant.

Service Agreement

Full Care Lifetime ensures arrangements are in place to make sure that support is provided to the participant without interruption throughout the period of their service agreement. These arrangements are relevant and proportionate to the scope and complexity of supports delivered.

Critical Supports

Contingency plans are drawn-up and adhered to ensure the continuity of care to all participants throughout their time with us. In the case of a disaster, planning will incorporate strategies that enable continual supports before, during and after the disaster. Critical planning will be undertaken for participants who have complex needs.

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