

STANDARD 02

Ongoing Assessment & Planning with Consumers

Residents and their families are partners in the ongoing assessment and planning that helps them get the care and services they need for their health and wellbeing.

Standard 2 requires the planning of care and services to be carried out in partnership with consumers and their families rather than a clinical focus of assessment directing the care planning.

To move into a person-centred care model, engagement and partnerships to optimise health and wellbeing are needed with a lens on the individual needs, goals and preferences.

Education, process and procedure review is important to ensure they can support the framework of resident experience and engagement.

ARE YOU...?



- Engaging with residents and family members as care partners, not just not care recipients?
- Assisting residents to develop confidence and positive self-esteem by respecting and responding to their needs as they understand them?
- Aware of all forms of elder abuse and act positively toward a zero tolerance of abuse at your facility?
- Helping Residents have a purpose and engage in activities that are meaningful to them personally?

TOOLBOX TALKS



- How do you partner with the resident and their representatives to plan and assist with their care?
- How do you assess risk and work together with residents to minimise risk?
- What is enablement and how does it optimise wellbeing?
- Collaboration, communication and how to document it.
- Mandatory and Discretionary Reporting
- Privacy, Confidentiality, Dignity and Respect.



HINTS & TIPS...



- The cognitive, physical, sensory and language abilities of residents varies greatly, so it is important that any communication addresses these barriers.
- Having a life goal, no matter how small, can be a powerful vehicle for wellbeing and purpose.
- Partnership is not about giving the resident what they want, rather it is about **really** listening to their needs and **objectively** looking at their abilities to form a care plan that is enabling.

QUESTIONS YOU CAN ASK RESIDENTS AND FAMILIES



- Do staff work with you to identify your needs and goals?
- Are you involved in developing your own care plan?
- Do you discuss your health and care needs with staff?
- Do staff take the time to listen and understand you?
- Do staff change your health care to match your needs?



DID YOU KNOW...

- CareLynx offer a 2-3 day Accreditation Readiness Review of services, so you can have peace-of-mind knowing you are on track for compliance under the new Standards.
- For those wanting to move into or evolve in the DIGITAL world, CareLynx offer a unique Care and Clinical Monitoring and Management program that embraces consumer engagement and partnering in all aspects of their daily life.



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