

PLAN FOR CONTINUOUS IMPROVEMENT

Prepared on:	Jan 2018
Review due:	Jan 2019
Reviewed:	June 2018

Service name:	Bass Valley CHSP/HACC PYP
Services delivered from this home care service:	Friendship Club Planned Activity Group and Shopping Bus

- Items in **RED** are new items, most in development

Issues identified	Planned action	Related Expected Outcome	Results/Progress	Completion date
Policies and procedures update	Ongoing attention to ensure that each policy and procedure is visited annually and reviewed to ensure service delivery accords with current practice.	Contributes to services being delivered accurately to standards set by the funding agency.	This is proceeding with particular attention to Police Checks and development of manual to guide bus drivers re access to premises	Ongoing
Policies and procedures development	Ensure that policies are developed to cover policy deficit areas and new activities	Ensures that policy net is encompassing whole of operations	We have developed a compendium of general organisational policies	Ongoing
Care plans	Ensure that each client has an up-to-date Care Plan	Ensures that client's expectations of themselves are updated and recognise achievement.	Being updated	Annual and ongoing
Complaints & compliments	Ensure that there is adequate opportunity for the making of	Older clients in particular should be made to feel	There continues to be very limited complaints.	Ongoing

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	complaints/compliments and that they can be made with discretion.	welcome to make comment without fear of receiving negative response.		
Client input to program/suggestions	Provide opportunity for ongoing input into decisions around the day-to-day running of the planned activity group	Clients can be expected to better enjoy a program and feel more assured and confident where they have input into it.	Clients are asked at each session to discuss the program for the day as well as to plan for outings	Ongoing
1. Need for interesting activities for the Friendship Club to participate in.	Introduce pets to the group as an extra point of interest for them.	Pet-related benefits are well known to promote a more positive outlook.	This was trialled but not continued as clients were not significantly interested	March 2017
2. Need for interesting activities for the Friendship Club to participate in.	Introduce activities that individuals can spend private time on.	Set up jig-saw puzzles in places in the Activity room where they can be accessed on an ongoing basis without being disturbed between sessions.	This has been very successful, particularly in diverting behaviours that can impact negatively on the group.	June 2018
Hold BBQs in areas where services may be most needed	Continuing periodic BBQs in the local French View Caravan Park in Grantville	Will attract new clients and provide a way in for them to approach the service	This has been very successful, generating a significant link with the Caravan Park management and residents and is continuing	Ongoing bi annual
Nutrition	Continue to vary the lunches provided to clients, giving them inspiration for more	Lead to better vitamin intake due to wider selection of food ingredients	New cooks have been working with items such a pizza which have been	Ongoing

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	adventurous eating.		popular	
Environmental Activities	Upgrade the garden and hothouse activities to encourage local environmental interest.	Encourage the use of Centre's garden beds for clients to use as community garden	The planting of the raised vegetable beds is ongoing with use of produce for the lunches. Derelict hothouse has been removed and client input into program around replacement	End of 16-17 financial year
Elder Abuse	Information on assistance available to be provided and support to be offered	Victims may seek information and assistance to stem abuse	This was trialled but not continued as clients were not significantly interested	Ongoing
Medication Management	Update clients on ideas for managing their use of medication	More accurate taking of medication and less chance of over/under dose.	Engagement with clients' use of medication continues. More informative forums for them are still to be delivered.	Ongoing
Advocacy (BVN)	Continue to publicise service and issues through the Bass Valley News	Ensure ongoing volunteers to support the service and attract new clients	The new editor has featured a photo of the group and the bus	Ongoing
Advocacy (other)	Make representation to local and other governments and to local groups	Ensure that the needs of ageing are in the public and government mind	500 leaflets for the shopping bus service were circulated through the community. April address to Councillors was made.	Ongoing
Advocacy (website)	Ensure that the BVCG website continues to have accurate information regarding the service and is given prominent	Provide entry point for people interested in the service (Carers and potential clients)	This has been updated regularly to include such items as	Ongoing

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	display			
Advocacy (social media)	Make periodic appearance on BVCG Facebook page	Wider understanding and appreciation of the program	Group trips have been highlighted	Ongoing
Client fundraising for post-Christmas event	A couple of the clients decided to collect extra funds to boost opportunities for an end of year event	Broaden the opportunities for the HACC PYP/CHSP to have an interesting outing and cover or subsidise the cost.	One of the clients collected about \$500 and the two groups went on a trip to French Island and a cruise around part of Phillip Island.	Completed May 2018
Development of Senior's Outdoor Gym	Raise money (approx. \$40k required) through grant applications for project	On site of former Occ Care playground. To provide exercise opportunities for older persons.	Made several applications. Two successful to date. Approx \$15k raised.	Mid 2019
Enrolling to become an NDIS provider	Proceed through steps to become NDIS provider of services delivered by our HACC PYP program	Will ensure that current HACC PYP clients can if they wish remain with our program should they become NDIS clients	Registered in Nov 2017 and were successful in receiving accreditation in June 2018	June 2018
Supporting our HACC PYP members to enrol as NDIS clients	Monitor progress of HACC PYP clients who may be eligible for NDIS and support their efforts should they require us to	There may be benefits for HACC PYP clients to become registered with NDIS. In some cases clients have proved difficult to contact for the NDIS	Have taken actions leading to the update of status of HACC PYP eligible clients and progress towards registration with NDIS	December 2018
Boomerang Bag Project	Group decided to sew re-usable bags to replace single use plastic one.	As well as publicising the Friendship Club, the making of the bags contributes a shared sense of achievement.	In development	December 2018

Asthma Action Plan	Supporting clients suffering from asthma and those who might be at risk of associated adverse climate conditions	That clients will be better informed and aware of measures they can take to avoid risk-taking behaviour	In development	December 2018 and ongoing
Client Progress Notes	Formally noting progress of clients towards meeting their agreed targets for their Care Plan	That clients will be better able to appreciate their progress towards meeting their goals	Commenced development of notes	Ongoing
Outing Evaluations	Surveying Friendship Club members post outings to evaluate their satisfaction with the outing they have just experienced	Establishing which outing are the most enjoyed/valuable to the clients with view to establishing a list of regularly visited destinations	Evaluations commenced	Ongoing
Heater Audit	Responding to recent warnings that some gas heaters may be emitting dangerous quantities of carbon monoxide.	Establishing that the heater type and configuration of the exhaust is safe.	Heaters audited and found to be safe	June 2018
Billing of Dementia Clients	Arranging for invoice to carers of dementia clients instead of collecting service payments (eg bus and lunch) directly from them.	Obviating a level of confusion in the dementia clients' lives	Invoicing is now in operation	Ongoing since September 2017