



Our New Service Model IFA Conference - Melbourne



About UnitingCare Ageing



- Single largest provider in NSW and ACT
- 5,802 operational residential aged care places in 77 facilities.
- 2,405 independent living units in 79 villages
- 5,536 community care places
- 2,097 volunteers
- 2008/09 turnover was \$375m
- Until 2004 administered by 52 local boards.

And so the
INSPIRE
journey began!



What is a Service Model

- What services do we provide?
- To whom do we provide them?
- In which communities?
- What do we do and what do we do with others?

Aged Care Reforms



National Health and Hospital Reform Commission

- People first not programs – deregulation of supply
- Single classification for care
- More flexibility in financing options including bonds – separation of accommodation from care
- Interface with Primary Health Care and Sub-acute care
- E health record around the client
- One level of Government responsible

Evidence Base - Summary

Extensive research that supports:

- **Benefits of restorative approach to ageing**
- **Importance of timely targeted interventions focused on enhancing independence and individual control**
- **Importance of good clinical person centered assessment, care planning and case management**
- **Importance of “home” and “community” to older people**

Evidence Base – Summary (Cont)

- Importance of social engagement
- Emergence of new forms of service integrated housing
- Importance of carers in delivering high levels of home based care
- Difficulties carers have in navigating the aged care system and in obtaining timely and transparent information to assist making choices.

The Service Continuum



Service	Supporting wellness & healthy ageing	Supporting & sustaining healthy choice	Assistance & support for daily living	End of life support
Spiritual & Emotional Support		Chaplaincy and pastoral care		
Information	Community Information Hub, Help Line, Internet, Written Content, Referral Services			
Basic Support Services	Maintenance, Cleaning, Washing, Shopping etc.			
Social Connection & Engagement		Day Centres		
		Men's Sheds		
		Community Transport		
Housing		Independent Living Units		
		Affordable Housing		
		Serviced Apartments		
Community Based Clinical Care & Support		Wellness/ Healthy Ageing Centres		
		Community Nursing		
		Supported Residential Services		
Respite & Transition Care		Transition care after hospitalisation		
		Respite Care		
		Carer Support in Homes		
Live-in Care, Accommodation and 24-7 Care Support		Residential Low Care		
Live-in Care, Accommodation and 24-7 Complex Care Support			Residential High Care	
				Palliative Care



Separation of accommodation from care



Service	Community	Home	Independent Living Unit	Housing	Residential Aged Care Facility
Spiritual & Emotional Support		Chaplaincy and pastoral care			
Information	Access Centre				
	Help Line, Internet, Written Content Referral Services				
Basic Support Services		Maintenance, Cleaning etc			
	Shopping				
Social Connection & Engagement Housing	Men's Sheds				
	Day Centres				
	Community Transport (location often dependent on funding partners)				
Community Based Clinical Care & Support	Healthy Ageing				
		Community Nursing			
Respite & Transition Care		Transition Care After Hospitalisation			
		Care Support in Homes			
		Respite Care			
Live-in Care, Accommodation and 24-7 Care Support				24/7 Low Care Support	
					24/7 Complex Care
			Palliative Care		



How we developed the Service Model



- Extensive market research and literature reviews throughout first half of 2008
- A draft position paper was prepared
- Workshops held in second half of 2008 involved around 100 participants
- Position paper prepared
- Service Model launched in 2009.

FOUNDATION PRINCIPLES



- Client Choice and involvement
- Independence and wellbeing
- Social Inclusion
- Social Justice
- Separation of Housing and Care
- Recognising the value of carers

Key Features of the Service Model



- Single access point for services
- Comprehensive information service across NSW/ACT
- Our own brand of INSPIRED CARE
- Special focus on helping people navigate all parts of the service continuum
- Focus on specialised services especially for those who are vulnerable and disadvantaged eg homelessness, mental health.

Key Features of the Service Model



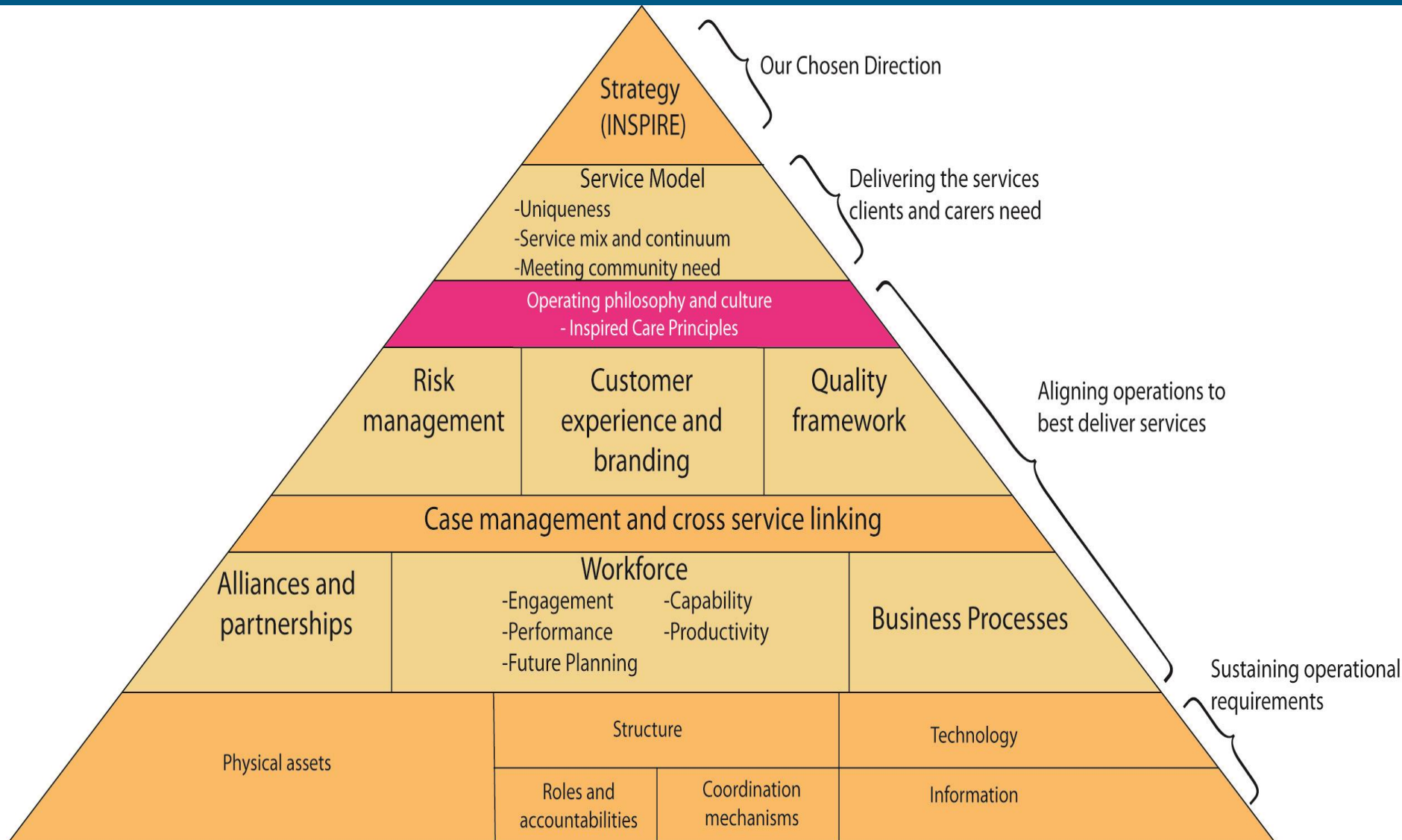
- A focus on community care – assertive growth – 60:40 target
- Medium growth in a range of housing options
- Stable growth in “traditional” forms of residential care
- Planning around communities for social inclusion

Key Features of the Service Model



- A specialised focus on Chronic Illness and disability for older people
- Services organised around a “hub and spoke” where the hub is ideally a community care centre
- Use our congregations and community networks to “go the extra mile”

The Common Operating Model



Capability Development



- Clinical assessment for chronic illness and disability
- Person Centred – Inspired Care – Customer focus
- Planning around communities for social inclusion
- Business development across the service model continuum
- Business processes changing especially at first contact and intake
- Housing capability

What will be different?

- Customers not programs
- Much greater focus on healthy ageing and re-enablement
- 10 year Regional Service Development Plans around targeted communities
- Age integrated developments
- A greater focus on all types of community care – this is our entry point in a community
- Greater reliance on state of the art electronic care management systems with remote access and telemedicine
- Partnerships in communities
- Homes NOT facilities!

Be Inspired.....



Our Inspire Journey Continues.....

Only those who risk going too far can possibly find out how far we can go.

TS Elliot

Thank you

