

QUALITY PROCEDURE

COMMUNITY CARE SERVICES ASSESSMENT OF CONSUMERS

1.0 OBJECTIVE

To establish and maintain a system which will provide community based consumers and their representatives with a consistent process for accessing services provided by Alzheimer's Association of Queensland.

2.0 RESPONSIBILITIES

- 2.1 The **Chief Executive Officer** or nominated representative is responsible for ensuring that the State Manager adheres to this procedure.
- 2.2 The **State Manager** is responsible for ensuring that the Community Service Managers adhere to this procedure.
- 2.3 The **Community Service Manager** is responsible for ensuring that staff adhere to this procedure.
- 2.4 All **Staff** are responsible for adhering to this procedure.

3.0 PROCEDURE

3.1 Referral

- 3.1.1 Following the initial enquiry from a consumer or MyAgedCare, phone contact will be made to establish eligibility and priority of needs.
- 3.1.2 The Administration officer will enter all eligible referrals into TRACCS. The original referral is placed in a personal file.
- 3.1.3 Any consumer that has not come through MyAgedCare portal will be assessed to register.
- 3.1.4 The Administration Officer creates a user in TRACCS for the new consumer and records the referral. In the event of a waiting list, a priority rating is generated from information within TRACCS.
- 3.1.5 Referrals are to be responded to within one (1) working day for high priority and five (5) working days for medium to low priority. Immediately following initial contact with consumers and or their representative, contact will be made with the service provider to confirm receipt of referral (where applicable).
- 3.1.6 In the event of an emergency referral, Service User Assessment and Care Plan (RES-Form-072) will be completed over the phone either by the Community Service Manager (CSM) or the Occupational Therapist (OT). The person will then be referred back to MyAgedCare after commencement of services.

3.2 File Preparation

- 3.2.1 Consumers' files are composed in accordance with RES-Form-042 Consumer File Structure and Contents and RES-Form-042.1 CDC File Structure and Contents.
- 3.2.2 Access to a complete file, as per the file structure set out in RES-Form-042 and RES-Form-042.1 is necessary prior to commencement of services provided by AAQ.
- 3.2.3 Upon initial services being delivered, a photograph must be taken by the Administration Officer or delegate and attached to the front page of the consumers file.
- 3.2.4 For consumers who participate in outings the front page of their file is immediately photocopied and added to the Transport Folder for each vehicle.

3.3 Initial Assessment

- 3.3.1 The CSM or delegate will make the appointment promptly.
- 3.3.2 Each consumer and or their representative will receive an AAQ Information Folder which includes but is not limited to:
 - Alzheimer's Association of Queensland Multi Service Centre Brochure;
 - Advocacy Brochure;
 - Privacy Brochure;
 - Dementia Helpline card and relevant Business card;
 - AAQ information sheet about the Association;
 - Chartered Rights and Responsibilities;
 - Other relevant brochures such as QADA, Carers QLD etc.
- 3.3.3 The CDC information will include but is not limited to:
 - Home Care Agreement;
 - Home Care Policy;
 - Consumer Support Plan.
- 3.3.4 Discussion will take place as to what services are agreed upon and times if required. The CSM in conjunction with the consumer and or their representative will complete the following documents prior to commencing:
 - Consent to Collect Information (RES-F-01.1/ RES-F-01.2)
 - Enquiry/ Referral Form (RES-F-01)
 - Life History Questionnaire (RES-F-57)
 - Activity Interest Checklist (RES-F-02)
 - CDC Home Care Admission Checklist (RES-F-04)
 - Service User Assessment & Care Plan (RES-F-72)

- Home Care Agreement and Consumer Support Plan (CDC Only)

- 3.3.5 The CSM will use the Enquiry/ Referral form to ensure that all points have been discussed with the consumer and or their representative. Once completed, this form is to be signed by the CSM and consumers and or their representative.
- 3.3.6 Information is sought from consumers and or their representative regarding services being received from other agencies so that AAQ services can be scheduled and coordinated appropriately.
- 3.3.7 Confirmation with the consumer and or their representative is made when a consumer does not respond to the scheduled visit. This is outlined in the Service User Assessment and Care Plan (RES-Form-72).
- 3.3.8 Provisions of the Privacy Act 1988 are explained to the consumer and or their representative as it pertains to them and is asked to complete and sign the Consent to Collect Information Form (RES-Form-001.1/ RES-Form-001.2).

3.4 Home Visit for Commonwealth Home Support Program Consumers

- 3.4.1 Following Initial Assessment being conducted by the CSM or delegate, all collected information and relevant documentation will be passed into the OT to set an appointment for a Home Visit (if required).
- 3.4.2 The OT will add information from the home visit to the Service User Assessment and Care Plan (RES-Form-072).
- 3.4.3 Using the information gathered during the initial assessment in conjunction with AAQ-Procedure-33 Care Planning a Recreation Plan will be developed for each consumer (RES-Form-55).

3.5 Coordination of Service

- 3.5.1 The Administration Officer will issue a letter to the consumers' doctor with a copy of the signed Consent to Collect Information Form (AAQ-008), requesting completion of the Clinical History Forms (RES-43, 44, 45, 46). Alternatively a copy of the consumers' medical history summary.
- 3.5.2 CDC Consumer support plan will be completed and a copy will be provided with the proposed monthly budget prior to commencement of services.
- 3.5.3 For Commonwealth Home Support Program (CSHP) consumers within (1) month of commencement of services and in consultation with the consumer and or their representative, a consumer plan will be compiled and approved by the consumer and or their representative. Once the consumer plan has been approved and signed it will be filed in the consumers file.

- 3.5.4 All consumers' files will be kept in a marked suspension file in a locked filing cabinet.
- 3.5.5 The Administration Officer will enter the services required into TRACCS and will be responsible for the ongoing maintenance of information to ensure accuracy and currency.
- 3.5.6 Staff will be made aware of the new consumer via Communication Book, consumer white board (where applicable) and at the consumers Review section of the Staff Meeting.

3.6 Ongoing Review

- 3.6.1 The CSM will monitor and review the consumers care need, as well as the carers support needs on a regular basis to ensure that the appropriate services are being provided. The CSM or delegate will complete Consumer Content File Reviews on a six (6) monthly basis. (RES-Form50/ RES-Form-50.1)
- 3.6.2 The consumer and or their representative has the right to request a review of the consumers care plan.
- 3.6.3 A review may result in an increase or reduction in services provided, or a different combination of services to be provided.
- 3.6.4 In the event of termination of services the CSM will give written notice to the consumer. The written notice will include the following information:
 - The decision;
 - The reasons for the decision;
 - When the decisions is effective of; and
 - The consumer's rights about leaving, including the right of access to the complaints resolution mechanisms, independent complaints processes, and an advocacy service.

*For more information please refer to RES-P-06 Consumers Rights and Responsibilities.

4.0 REFERENCED DOCUMENTS

[Manual for Queensland Community Care Services, 3rd Edition. Queensland Government, Department of Communities, Child Safety and Disability Services.](#)

[Aged Care Act, 1997. Reprint 9](#)

[Information Privacy Act 2009, Queensland](#)

[Australian Privacy Principles 2014 - Privacy Fact Sheet 17](#)

[Department of Social Service: Home Care Packages Programme – Operational Manual](#)

AAQ-P-50	Home Care Policy
AAQ-P-33	Care Planning
RES-P-08	Fees for Services
RES-P-01	Access to Services
RES-P-06	Consumers Rights and Responsibilities
RES-F-01	Enquiry/ Referral Form
RES-F-01.1	Consent to Collect Information
RES-F-01.2	CDC Consent to Collect Information
RES-F-02	Activity Interest Checklist
RES-F-04	CDC Home Care Admission Checklist
RES-F-42	Consumer File Structure and Contents
RES-F-42.1	CDC Consumer File Structure and Contents
RES-F-42.3	CDC In-home Consumer File Structure and Contents
RES-F-43, 44, 45, 46	Clinical History
RES-F-50	Consumer File Content Review
RES-F-50.1	CDC Consumer File Contents Review
RES-F-62	Initial Care Plan Letter
RES-F-64	Updated Care Plan Letter
	Home Care Agreement Consumer Directed Care

APPROVED BY: _____



CHIEF EXECUTIVE OFFICER

DATE: _____

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