

Adelaide Quality Care

Policy 1

Continuity of Support Policy and Procedure

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Continuity of Support Policy and Procedure

PURPOSE AND SCOPE

Good continuity of care planning contributes to improved quality and safety of care, increased satisfaction of participant, carer and service provider, and will maximise use of resources; including access to level of care.

Adelaide Quality Care undertakes participant's reasonable and necessary supports considering any informal supports 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. To this end, Adelaide Quality Care will ensure that the participant has consistent support to allow them to undertake daily activities and supports to maintain their life choices.

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

POLICY

Coordinators will arrange schedules to ensure that consumers know who is attending to their needs and supports. Coordinator / Administrator will pair consumers with workers who hold appropriate skills and knowledge. Consumer's requests such as workers who speak the same language, are from the same culture, or meet specific criteria are matched, wherever possible.

Workers will be placed with consumers close to their location to reduce travel and increase retention. Staff are allocated to a consumer on a regular basis to allow for predictability and provide continuous support. All supports are linked to the consumer's plan and demonstrate a consistence with their preferences and needs (see Care Management Policy and Procedure).

PROCEDURE

To ensure consumers have timely and appropriate support without interruption, Adelaide Quality Care's staff will:

- Document all participant's requirements
- List all appointments and tasks related to needs.
- Allocate staff according to the needs of the consumer to allow continuity of support.
- Access, read and comply with participant's plan.
- Provide quality services as per plan.
- Inform coordinators of any absences in advance.
- Contact consumers if there are any changes or potential changes in their care, and
- Undertake emergency procedures; as required.

DISRUPTIONS AND CHANGES

Adelaide Quality Care informs consumers when unavoidable interruption occurs. Staff make every attempt to inform consumers via telephone and email prior to any unavoidable interruptions to services or consumer appointments. When not possible, consumers are informed on arrival at next appointment.

Coordinator / Administrator contacts participant to:

- Seek agreement to the change.
- Explain alternative arrangements to the participant, and
- Seek consumer's agreement to ensure they are completely aware of the changes.

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

ABSENCE OR VACANCY

When a worker is absent, or a vacancy becomes available then Adelaide Quality Care's Administrator will:

- Contact a staff with relevant qualifications to locate a suitable replacement.
- Where possible, provide a staff member who has worked with the consumer previously and be aware of the consumer's needs and other responsibilities.
- Where possible, advise the consumers of replacement staff and gather feedback on replacement staff member.
- Replacement staff are sensitive to consumer's needs and ensure that care is consistent with the consumer's expressed preferences.

Staff who are unable to work, they are required to contact the Head Office. If there is an intended absence (such as vacation or appointment) then the staff member should inform the Head Office at the earliest opportunity to allow time to prepare the consumer.

SERVICE AGREEMENT

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

- Contingency plans are drawn-up and adhered to ensure the continuity of care to all consumers throughout their time with us.
- No appointments are ever double booked. When travelling to consumers, it is important that adequate travel time is factored in to ensure correct arrival time.

RELATED DOCUMENTS

- Care Management Policy and Procedure
- Care plans
- Service Agreement

REFERENCES

- NDIS Practice Standards and Quality Indicators 2018)
- National Disability Insurance Scheme Act (2013)
- Privacy and Confidentiality Act (1988)
- Aged Care Act (2014)