



# Melba's Journey with POMs

Sarina Bennett  
Outcomes Development Manager

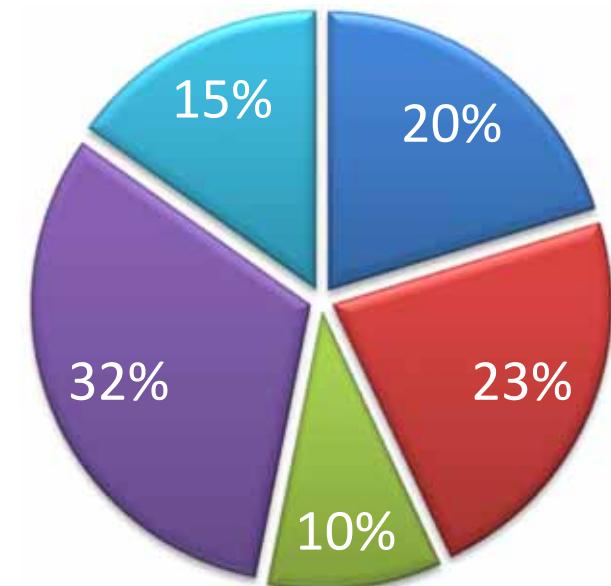
# MELBA'S HISTORY WITH CQL

- Sought out CQL
- 2009 - Accreditation against *Quality Measures 2005*
- 2012 – Accreditation against *Person-Centred Excellence* – **1<sup>st</sup> in Australia**
- 2015 – Accreditation against *Person-Centred Excellence with Distinction* – **1<sup>st</sup> in Australia**

# PEOPLE WE SUPPORT

- 280 individuals
- 123 people have complex communication needs
  - 53% do not use any words to communicate
  - 47% require significant communication supports to make informed decisions

Triple C Stage



- Unintentional Passive
- Unintentional Active
- Intentional Informal
- Symbolic Established
- Symbolic Basic

# PEOPLE WE SUPPORT

- All people supported in Accommodation Services have acute medical needs and a high mortality rate
  - Some are victims of road accidents
- Neurological disorders (eg Multiple Sclerosis)

# MELBA'S SERVICES



# MELBA'S SERVICES

Community Living

Community Connections

Individualised Support Arrangements

Outcomes Development

Recreational / Leisure and Respite

Social Impact

# MELBA'S CULTURE BEGINS WITH...

- **Vision:** A society that values the individuality and rights of all people.
- **Mission:** Individuals with a disability leading everyday lives
- Unique employment process
  - Interviews
  - Buddy shifts
- Mandatory training



# BUILDING MELBA'S FOUNDATION

- A building is only as strong as its foundation.
- Our foundation is carefully blended in just the right way to assure the strength and stability our stakeholders demand.



# CORNERSTONES

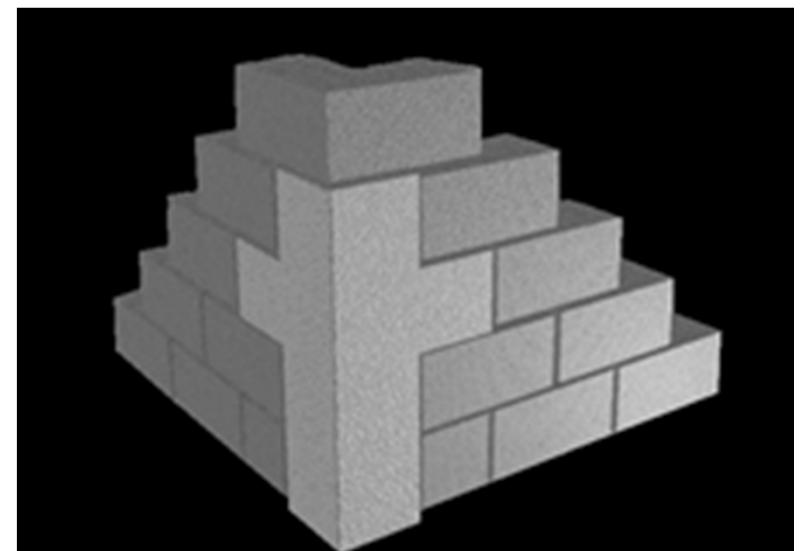
- After a strong foundation the cornerstones are next!
- Only after the foundations are solid and the cornerstones are laid, can the rest of the building begin.
- The entire weight of the structure rests on the cornerstones!

Rights  
*(day 2)*

Safety  
*(day 1)*

Health  
*(day 1)*

Person-Centered Supports  
*(day 2)*

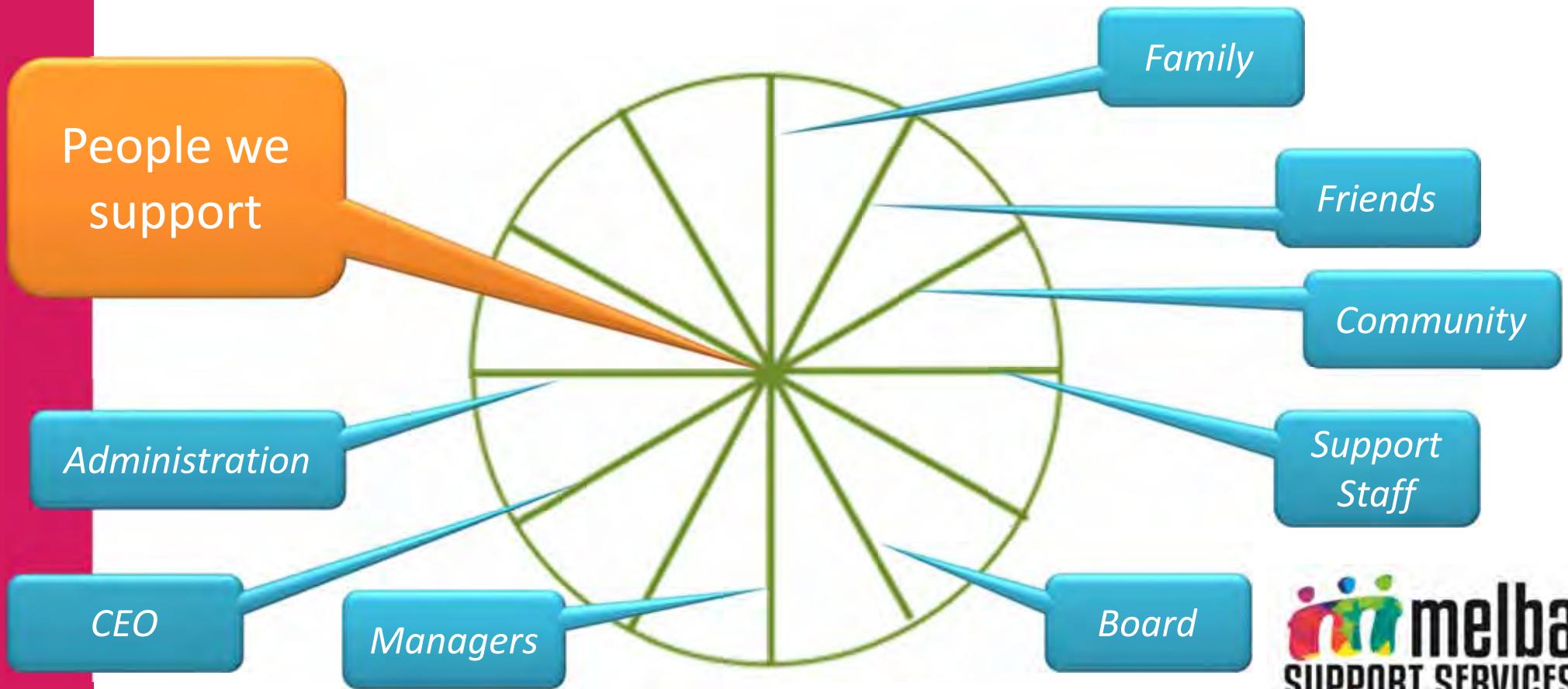


# MATT & RUSSELL'S STORY...

<https://youtu.be/lXGnBHAQGzg>

# MAKING THE WHEEL TURN

- Each role within our organisation is crucial, just as spokes in a wheel – all work together to help it go round!



# SHARED VALUES – TEAM AGREEMENTS

## Blue Ridge Shared Values Team Agreement

22<sup>nd</sup> June 2015

Facilitated by Sally Nicol and Sarina Bunnett

**Note:** Our shared values are inclusive of both the people who live at Blue Ridge and the support staff who work there.

The company of each other.

Attachments to the people and staff.

Shift work which is flexible and fits in with your life.

Interactions with the staff and people supported – singing.

The challenges.

Every day is different – lots of variation.

It's fun, laughter – happy place!

HAVING FUN  
WHILE BUILDING STRONG  
SOCIAL CAPITAL

<https://youtu.be/ZmLmXAZKTNw>

# PERSONAL OUTCOME MEASURES & PLANNING

- Access to planning
- Planning begins with POMs/POST
- Support
  - Relationships
  - Active listening
  - Documenting likes & dislikes
  - LEARN

# PERSONAL OUTCOME MEASURES & PLANNING

- Human Rights Checklist

## PART 1A – HUMAN RIGHTS CHECKLIST

No	Questions	Y	N	Comments
<b>Rights and restrictive practice</b>				
1.	Am I allowed to go where I want?	Y	N	
2.	Am I allowed to choose what to do without negative or unreasonable consequences?	Y	N	
3.	Is my money where I can get it?	Y	N	
4.	Are my moods or behaviours free from being altered by medication?  If NO fill in the rights restriction questions on <b>Chemical Restraint Form</b> (see Part 2A).	Y	N	(Note here if medication is prescribed by a Psychiatrist)

# PERSONAL OUTCOME MEASURES & PLANNING

- “Focus”
  - Developed from POMs/POST
  - Determines areas that really matter to the individual and or where there are gaps in supports provided in any of the three POMS factors.

# PERSONAL OUTCOME MEASURES INTERVIEW - FOCUS



## Personal Outcome Measures 2005<sup>SM</sup> INFORMATION GATHERING NOTES

Person Supported Name    John Fox

Date: 26/08/2015

Person's being interviewed (other than the person supported) Jack Fox (father), Mary Kate (friend), Emily Rae (Support Staff Melba)

Interviewer: Sarina Bunnell

Focus of the person's plan: Connecting to his extended family and also increasing opportunities for make / develop more friendships.

Factor one	Probes	Decision making	Comments	Y/N
Connected to Natural supports  Type & Frequency	<b>Type &amp; Frequency</b> Who are the people you: <u>count on</u> in your life? <u>talk to</u> <u>spend time with when you feel down?</u> Lost contact with family members or others? <b>Is the contact -enough?</b> Would you <u>like more contact</u> ?	Does the person have a natural support network? If yes, what <u>contact</u> does the person have with people in this network? Is yes, is the person <u>happy</u> with this level of contact? If yes, outcome is present. If there is no natural support network is this due to personal choice or due to natural circumstances? If yes, then outcome is present	John has his Dad Jack and his stepmother Jenny who he sees regularly when they visit him at his home and he also goes to his Dad's house and stays regularly. He may also see his brother or sister if they happen to be at Dad's house when he is visiting. Otherwise he does not see his siblings regularly and has no contact with his Mum. Melba <u>have</u> supported John to reconnect with his Mum but his sister advised strongly this should not happen under any circumstances. Melba is trying to help John reconnect with his Grandparents, working on John learning to be a good friend/grandson. Emily R has done an amazing amount of work behind the scenes for John.  He would like to spend more time with his Dad. He may also miss his mum – it is hard to know.	-+

# INVITATION EXAMPLE

Dear Sarah & Alan

**John invites you to his planning meeting!**

John needs people who are important to him to come together to talk about his goals for his future in his planning meeting.



John would like his plan to focus on connecting with his extended family. He wants to make new friends who he can spend time with, having fun.

**When:** 16<sup>th</sup> April 2015

**Where:** John's home

21 The Close Avenue, Monbulk

**Time:** 3pm until 5pm

**RSVP:** to John's keyworkers before 12<sup>th</sup>

April:

- Mary at John's work on 9700 1111
- Kevin at John's home on: 9711 0000



# PERSONAL OUTCOME MEASURES & PLANNING

- Use appreciative inquiry about what is important TO and important FOR a person
- ‘What Really Matters’
- Visions for future
- Action Agreements (goals)

# PLANNING



Action Agreements for: Brendan  
How much do we need to agree that an action agreement be developed?  
What are we working to change and why?

Date created: 1/8/15 Related Outcome Measure:

Time with family

Have a family holiday!

Steps we agree to take to make things different

① Get information on Glendalie  
② Margaret to pull info to family - email  
③ Look into funding  
④ Review possible dates  
⑤ Have a date booked in!!

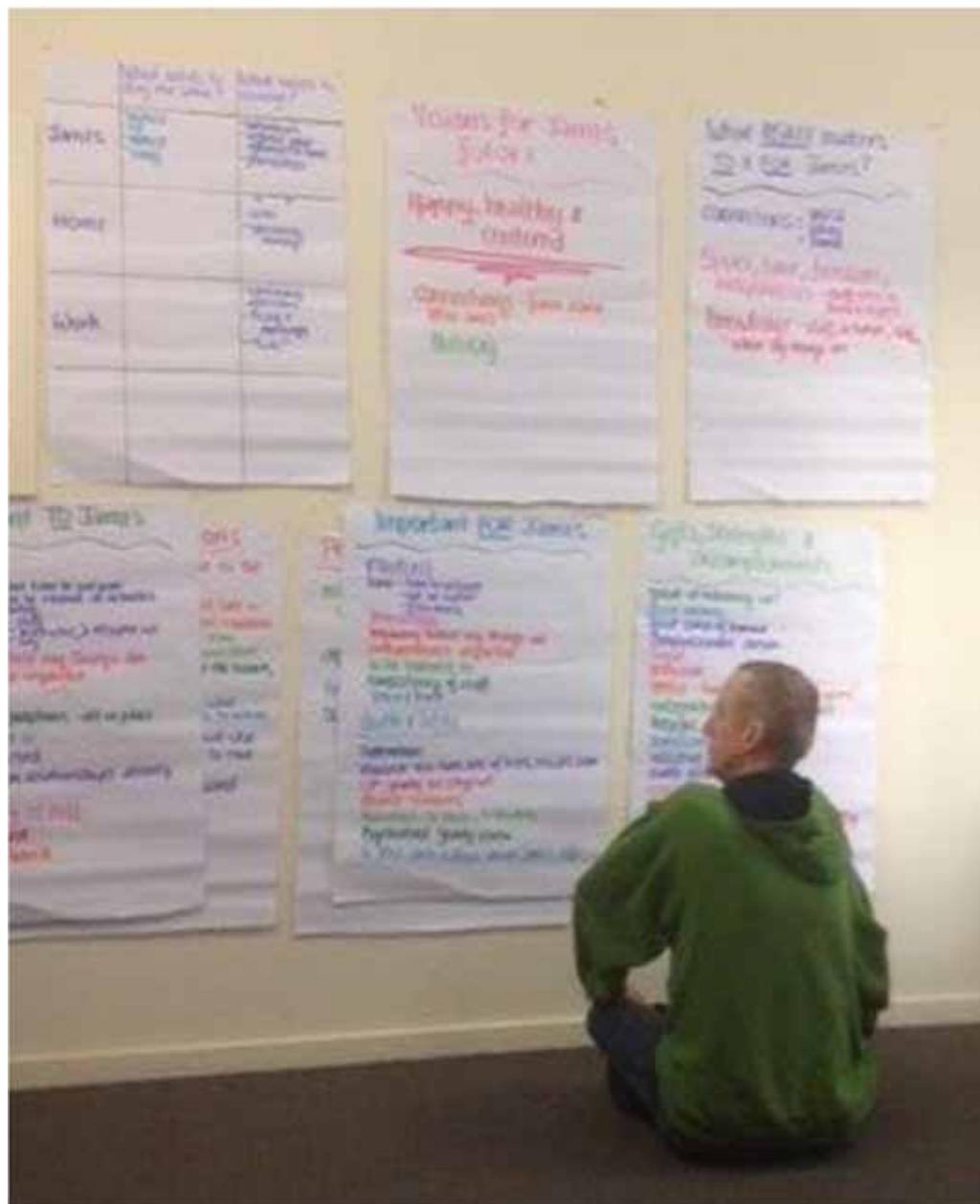
Responsible by name & relationship	Followed up by ... initial	Overall Completion Date	Where is progress noted?	Done or not
Margaret Joan	End of April	med	None	None
John	None	med	None	None
Recent dates	None	med	None	None
Recent dates	None	med	None	None

What really matters  
Vision  
agreement & commitment  
Focus  
Learning  
Planning  
Action  
Evaluation  
Review  
Feedback

Food & drink - 2015  
Gardening  
Simplifying home with Melba  
Organizing new relationships  
Stressy travel  
Cooking more healthy meals  
Sleeps at the dog  
Optimize health  
Singing  
Still like how we feel  
Improved self esteem  
Increase family contact  
Relax  
Improved - getting things easier  
Sleeping better

**melba**  
SUPPORT SERVICES

# FOCUS ON THE INDIVIDUAL



# POMS & POST DATA

- Supports strategic planning
  - People choose where and with whom they live  
*(Outcome 7%; Supports 20%)*
  - People have friends  
*(Outcome 18%; Supports 66%)*
  - People have intimate relationships  
*(Outcome 24%; Supports 63%)*

# ANDERSON STREET HOUSING DEVELOPMENT



ASH & RACHEL  
DR GEORGE TALEPOROS

# COMMUNICATION MATTERS

- Augmentative and alternative communication supports
- Mandatory training
- Individualised communication supports
  - Communication Peer Support Staff
  - Communication supports are a right, not a privilege!

# COMMUNICATION PROFILE - POMS

<b>Natural Support Networks</b>	<i>How do I communicate with and maintain my relationships with family and friends? Eg write letters, emails, weekly lunches or phone calls and how am I helped in achieving this?</i>
<b>Intimate Relationships</b>	<i>How do I communicate my affection toward others?</i>
<b>Being Safe</b>	<i>How do I communicate if I feel unsafe? What do you do to help me feel safe? (e.g being reassured when I am being hoisted)</i>
<b>Best Possible Health</b>	<i>If I feel unwell or need to go to the doctor, how do I communicate this? And how do you tell me I have a doctor's appointment?</i>

# COMMUNICATION DVD

## – SENSORY FOCUSSED APPROACHES

<https://youtu.be/yAk4kDm9OPc>

# COMMUNICATION DVD – KEY WORD SIGN

<https://youtu.be/xeeo-TKLsAQ>

# COMMUNICATION DVD – COMMUNITY REQUEST CARDS

<https://youtu.be/mherRmiX-Hk>

# COMMUNICATION SUPPORTS

- Communication Assessments
- Communication Dictionaries
- Communication Profiles
- Likes & Dislikes
- Sensory Assessments
- Key Word Sign
- Layer, upon layer, upon layer

# LIKES

## ...IT'S MORE THAN JUST 'WHITE WITH ONE'

<b><i>Being acknowledged</i></b>	I enjoy interacting with people. I like to smile and laugh with people. I seek social interaction. I constantly look for people to chat with and for direction... what should I be doing next? <b>This helps me to feel liked, valuable, less anxious about what is happening next.</b>
<b><i>Happy people</i></b>	People who present themselves to me as happy and pleasant (not bossy) – this makes me feel relaxed, less anxious and more happy! <b>Help me to feel calm, relaxed and happy.</b>
<b><i>Chatting with people</i></b>	I enjoy the interaction, spending time chatting about the things I like, eg crocodile, chocolate, Scooby Doo <b>These things help me to feel worthy to talk to, valued and liked.</b>
<b><i>Music</i></b>	I like 'old time' music eg Elvis, Johnny Cash. I know the words to a lot of their songs but it's more about the beat and the tune which is predictable and consistent. I like 'upbeat' music; it helps me feel happy. <b>Helps me to feel and be happy – I remember it well!</b>

# COMMUNICATION SUPPORTS - BRENDAN



# COMMUNICATION SUPPORTS - BRENDAN



# WHAT'S HAPPENING TODAY?

## - SCENT, MUSIC, COLOUR & TEXTURE

### Process:

- Essential oil scent
- Music
- Colour
- Texture

### Outcomes:

- Anticipation
- Initiation
- Meaningful
- Increased active participation
- Reduces anxiety

## TUESDAY- is Peppermint!

Peppermint tea in the morning, peppermint essential oil on a cotton swab, peppermint hand lotion or soak, and a peppermint biscuit, lolly or chocolate during the day.

## WEDNESDAY- is Orange!

Orange tea in the morning, orange essential oil on a cotton swab, orange hand lotion or soak, and an orange biscuit, lolly or chocolate during the day.

# **Thursday**

**Scent is: Rose Geranium**

**Music is: Didgeridoo** by Adrian Ross

**Colour is: Red**

**Texture is: Red Cellophane**

# IN BRENDAN'S WORKROOM...



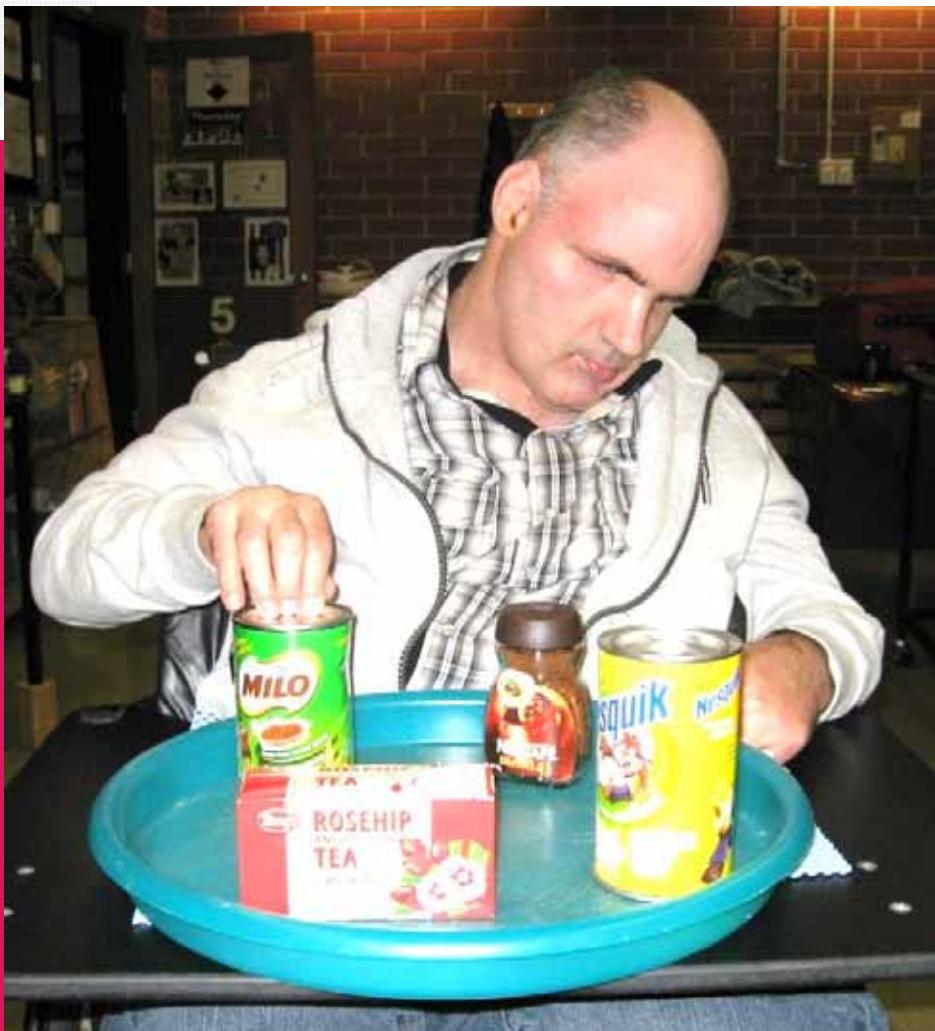
# BRENDAN'S DIARY...



# BRENDAN... WHAT'S HAPPENING TODAY?



# BRENDAN... CHOICE & DECISIONS



# BRENDAN... ACTIVE PARTICIPATION



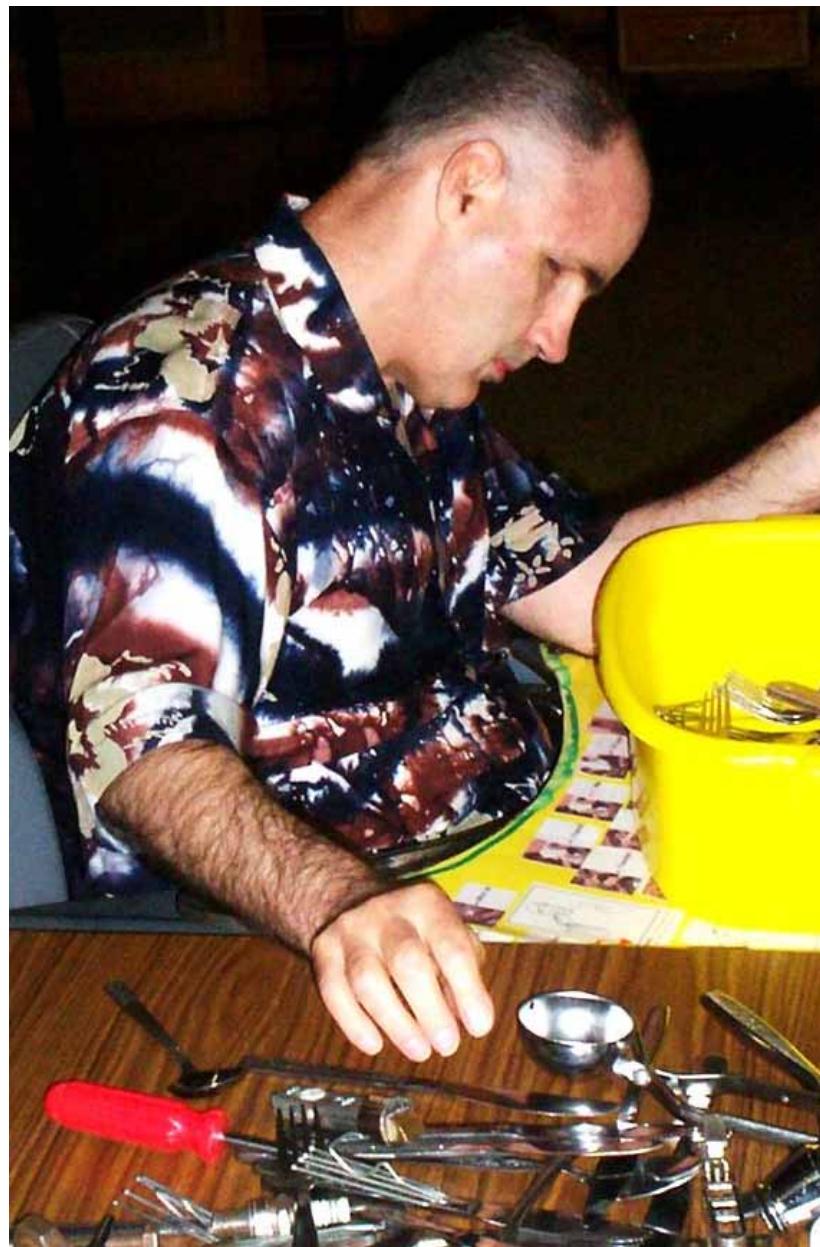
# BRENDAN... ACTIVE PARTICIPATION



# BRENDAN... ACTIVE PARTICIPATION



# BRENDAN... HATES WAITING!



# BRENDAN ENJOYS...



# DOM'S STORY

[https://youtu.be/5LR\\_v\\_GVnuc](https://youtu.be/5LR_v_GVnuc)

# MELBA SUPPORT SERVICES

*Individuals with a disability  
leading everyday lives*