

Westmont Carers' Bimonthly Meeting Minutes

Date: 21 June 2023

Time: 9.30am

Location: Ground floor High Street -near round table

Attendees: Helen, Catherine, Julia, Linda, Lyn, Helena, Emma, Joy, Renae, Shannon, Caterina and Anne

Apologies: Lorraine

Business items discussed:

1. Services delivered with our funding in May 2023

The following services were delivered from 1 July 2022 to 30 May 2023: The services delivered in May are in blue below.

Tables 2 and 3 contain details of CHSP and HACC services delivered for the month of May and for the entire financial year up until the end of May.

We have done well in delivering these services and are experiencing high service delivery across the HCP area. Well done to everyone for your work in helping us meet our targets.

Table 1: Services delivered across our suite of programs

	May Hours	YTD Hours	2021/22 YTD
Brokerage	854.75	7,083.90	10,609
DVA Brokerage	384	3,601	4,053
DVA Community Nursing	19	215.25	67
Home Care Package	2,624.42	25,911.20	22,462
Home Nursing	69.50	583.25	629

Table 2: CHSP services provided during May 2023

Service	May Hours	Monthly target hours	Actual YTD hours	Target YTD Hours
Domestic Assistance	980.25	1,228.00	9529.54	13,508.00
Home Maintenance	289.75	365.50	3988.35	4,020.50
Meals on Wheels	655	781.92	7906	8,601.08
Personal Care	353.5	304.58	3497	3,350.42
Flexible Respite	214.5	143.92	1616	1,583.08
Social Support – Group	1990.25	1,769.00	16149.25	19,459.00
Individual Support	131	128.50	1014.38	1,413.50
Feedback, reviews and coordination #	282.03			

Table 3: HACC PYP services delivered in May 2023

Service	May Hours	Monthly target hours	Actual YTD hours	Target YTD Hours	Current Indicator
HACC-PYP Assessment	68.47	25.00	340.43	275.00	★
HACC-PYP Community Care	228	237.50	2,132.25	2,612.50	★
HACC-PYP Delivered Meals	88	133.33	896.00	1,466.67	✘
HACC-PYP Linkages	11.87	14.58	80.80	160.42	✘
HACC-PYP Planned Activity Group	34	60.33	712.00	663.67	★
HACC-PYP Property Maintenance	46	42.92	524.75	472.08	★
HACC-PYP Volunteer Co-ordination	40.25	56.50	512.00	621.50	★

1. Complaints and issues:

- Apartment clients having their spouse visit from the dementia cottages and going on respite- Please read your roster notes and carer notes in detail please. We have had occasions where staff have taken an apartment client on respite and left their spouse who has dementia and lives in the dementia cottages unattended. You should ensure the client's spouse is properly cared for and not left by themselves.
- Adverse event involving client from the Westmont villas – call the ambulance and High Street office to report an adverse event. The green buttons in the villas at Baranduda do not generate an ambulance or a response by a trained nurse. Angela who manages the villas can assist you, but she is not a trained nurse. Please call the ambulance and let the office know so we can support you onsite and call the families contacts.
- Please Stay for the duration of the service. Read your roster for the service times and duration. Services can be 30 minutes, 1 hour, 1.5 hours or 2 hours generally. Clients need to pay a contribution towards their service and don't like to pay money if they have not received their full service. If you finish a service early, always ask the client what else they would like assistance with. Use your initiative and identify items that could help the client if undertaking domestic assistance. For example, are their cobwebs on the walls and windows that would be removed with a cobweb brush?
- Engage with the client and empower them to work with you if undertaking domestic assistance. Let the office know if the client doesn't have cleaning items or their cleaning items are a risk – bleach-based cleaning items are not permitted or if an electrical item is not working properly.
- Don't promise the client things you can't deliver-don't say you will provide services or quote particular days/times for services. Whilst we aim to set rules for clients and staff, changes may occur due to staff or clients having leave for example.
- Check your App and sync it every night and morning -be aware of roster changes. If you receive a text from the schedulers advising you of changes in the day, please acknowledge their text so they know you are aware of any changes.
- We set rules, but rules change due to staff and client leave. If there are staff shortages we prioritise personal care, medication assistance and respite over domestic assistance for example.
- IF you are sick for more than 2 days or sick before or following a weekend or PH you will be required to provide a medical certificate from a medical practioner who you have attended, not a pharmacist.
- Please note we service clients in Wodonga as well as Albury. As a carer you are required to work across both local government areas. We pay you for your driving time and kilometres travelled to cover the cost of fuel and wear and tear on your car.

2. Client isn't home or responding to a scheduled service-refer to client non-responsive policy

Carers at the meeting summarized Westmont's non-response to a scheduled visit policy. The following points were made:

When a client is not answering the door, knock loudly and speak loudly, calling out the client's name and identify yourself. You should go to their back door or yard to see if they are present in the house/property. Don't walk into a situation where there are unattended dogs or animals on the premises.

If the client does not respond, ring the office or on call number on 0437 395 666. The office will try and locate the client and or their emergency contacts. Stay onsite until the office advises you to leave.

If the client is unwell in their house and you can access entry, please ring the office before entering. Provide first aid if required and ring the ambulance. Liaise with Westmont staff so we can support you onsite.

Attached to the meeting minutes is the updated non-response to a scheduled visit policy.

3. Temperature of hot water is a risk to client's safety when providing personal care.

Older people are more vulnerable to burns as their skin is thinner, more prone to tearing, they have a reduced perception of heat and may not be able to quickly respond and move away from heat or hot water.

In the attached hot water scalding update dated May 2023, carers are asked to check the water temperature when helping client's shower using their elbow or forearm; turn on cold water first and adjust the temperature of the water before the person is under the shower and be mindful that temperature changes can occur due to flushing and other's occupants using water or the washing machine operating.

The attached update contains information on how to respond to a scald injury.

4. Deteriorating client – What are signs of deterioration? How do you report client deterioration?

We were unable to discuss this topic due to time constraints, but information on signs of client deterioration are contained in the attached flier.

Please note that your feedback has recently helped identify clients with serious medical conditions. As an example, we had a client who was feeling nauseas and had not been able to eat a meal for about 2 days and complained of pain in their abdomen. Following your feedback-in this case it was a phone call whilst the service was being delivered, resulted in a care coordinator going to the client's home and ringing and ambulance and staying with the client. The client was admitted to hospital with an obstruction to their bowel and required surgery.

Keep up the good work in reporting any feedback.

Catherine reminded staff to report client improvements as well, as part of our funding and reporting requires us to identify reablement and improvements by our clients.

5. Safe Transport Checklist presented by carers Gail and Kristeen

Gail and Kristeen have developed a checklist for staff to use as a reminder of factors to consider when transporting a client safely in your car.

Kristeen provided examples of aids that could assist clients to get in and out of a car safely including a slide sheet (or satin sheet or plastic bag can work too) for helping the client get into the car safely, and grab bar installed near the door to allow the client to lean on it for support whilst getting into and out of a car.

A copy of the checklist developed by Gail and Kristeen is attached. We thank both carers for researching and developing the checklist and presenting at the carer's meeting.

A video that Gail has sourced on transferring wheel chair bound clients into and out of a car is available at the link below:

www.youtube.com/watch?v=RAAnTHbB3-kM