Life, Let’s Live It!
Achieving a person centred care framework in a secure residential environment from commissioning to capacity and beyond.

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Overview

• Who is The Salvation Army Aged Care Plus?
• The Australian story in aged care
• Exploration of three key areas:
  1. Person centred care
  2. Key principles of commissioning secure residential services
  3. Our experience: lessons learnt
Our purpose

**Inspired by the message of Christ,** our mission is to serve all Australians in practical and tangible ways. Each of us has a heart for people - a deep and powerful need to care for others. We understand accepting care is an emotional and challenging time. We welcome, support and guide all people and their families - to become part of our family - where they have freedom and can be themselves.

The care we provide goes beyond the physical to ensure our residents and clients are healthy, comfortable and above all, loved. We respect each individual and the rich lives that they have led, so our care is centred around their needs and preferences, not ours.
Current demand for dementia and mental health services in residential care:

Over three quarters of residential aged care residents are reported to have a diagnosis of dementia or mental illness.

[Diagram showing percentages: Dementia 52.0%, Mental illness, no dementia 26.3%, No recorded dementia or other mental illness 21.8%]

Source: Residential Aged Care in Australia 2010-11 a statistical overview
Our vision

We have an uncompromising commitment to all Australians – to create a loving home and family environment which enhances their health and spiritual well-being.
Person Centred Care Framework (PCCF)
(Brooker:2007)

**V**
A value base that asserts the absolute value of all human lives regardless of cognitive ability

**I**
An individualised approach, recognising uniqueness

**P**
Understanding the world from the perspective of the service user

**S**
Providing a social environment
PCCF development

“If we are to better the future, we must disturb the present.”

(Catherine Booth)

1. Workshop (Internal and External Stakeholders)
2. Survey
3. On site comparative analysis
4. Review of lifestyle and leisure programs
5. Resident and Client Feedback
Achieving our vision through person centred care

- Focuses on what is important for the individual in respect to their journey past, journey present and journey future

- Shared journey – we are all part of a community

- Celebrates individuality, purpose, meaning and fosters the uniqueness that is who we are as people
Commissioning success factors

- Learning and development
- Staff engagement
- Attitude awareness
- Residents individuality
- Design
- Environment of inclusivity
Lessons learnt

• Clearly defined targets to meet full occupancy
• Resident assessment should occur prior to admission
• Staff consistency
• Learning and development is critical and needs to change to meet consumer demands
• Lifestyle programming
• Multi-collaborative approach to care delivery
• Management of expectations: reality vs perceptions
• Design
Thank you

Any questions?