Living Well in a Multipurpose Service

not hospital, but home …

IFIC Integrated Care Matters, Webenar Series – 13th June 2018

Jenny Preece | Rural Health Network Manager, ACI
Jenny.Preece@health.nsw.gov.au
The ACI acknowledges the traditional owners of the land that we work on – the Gadigal People of the Eora Nation. We pay our respects to Elders past and present and extend that respect to other Aboriginal peoples present here today.
65 Multipurpose Services across NSW
Australian Commission on Safety and Quality in Healthcare mapped the two standards 2014 and identified **gaps**
8 Principles of Care for living well in MPS

- Respect for rights as an individual
- Informed and involved
- Participates in assessment and care planning
- Lives in a homelike environment
- Access to meaningful recreational activities
- A positive dining experience
- Access to multidisciplinary services
- Expertise in aged care
Living Well in MPS Toolkit

To enhance quality of life, lifestyle and wellbeing for people living in MPS
To support staff capability in providing individualised care and a person-centred culture for residents

Collaborative ‘Plus’ Implementation approach 2017

A collaborative is a process to spread and adapt existing knowledge to multiple settings to achieve a common aim. Sites leverage off each other’s learning to achieve a greater collective level of improvement.

- Expression of Interest Process
- Learning Set One Feb
- Action Period One (3 months)
- Learning Set Two May
- Action Period Two (3 months)
- Learning Set Three Aug
- Action Period Three (3 months)

Communities of Practice
- Web-based PDSA Sharing
- Bi Monthly Reporting
- Weekly site support calls
- Remedial site visits

- 25 sites recruited
- Celebration of success event
- Evaluation Nov
- Write up successful strategies
IDEA
• Describe the idea or the change you are testing?

PLAN
• What exactly will you do?
• Describe your test for change idea?
• List tasks needed to set this up?
• Predict what will happen?
• Measures to determine if prediction succeeds.
<table>
<thead>
<tr>
<th>Principles</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respect for Rights as an individual</td>
<td>32</td>
</tr>
<tr>
<td>Informed and Involved</td>
<td>40</td>
</tr>
<tr>
<td>Assessment and Care Planning</td>
<td>25</td>
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<tr>
<td>Homelike Environment</td>
<td>56</td>
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<tr>
<td>Recreation and Leisure Activities</td>
<td>125</td>
</tr>
<tr>
<td>Positive Dining Experience</td>
<td>61</td>
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<tr>
<td>Multidisciplinary Services</td>
<td>10</td>
</tr>
<tr>
<td>Expertise in Aged Care</td>
<td>25</td>
</tr>
<tr>
<td>Total</td>
<td>374</td>
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</tbody>
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Improving Social Connections

One resident who saw her first grandchild on Skype was overwhelmed by the experience, ‘she was smiling for days afterwards and recounted the experience to everyone she spoke to’

Staff member
I just love it. Being in a homey area, I treasure it.

Resident
Keeping chickens in the backyards of aged care facilities can provide many benefits for both residents and employees. This fact sheet provides a summary of guidelines and information for any facilities interested in keeping chickens in their backyards.

**Chickens**
- Maximum 10 chickens
- Do not keep roosters as they can be very loud
- If chickens are sick, separate them from other birds (and don’t use their eggs)

**The Chicken Coop**
- 1 per facility
- Floor area = 15 m² (maximum)
- Height = 3m (maximum)
- Must be 4.5m away from dwelling
- Do not set up the chicken coop near areas that food is prepared, eaten or stored
- Supply one nest for every 4-5 hens. Ensure the nest is clean and free of manure.
- The chicken coop should be safe from predators but easily accessible

**Responsibilities**
- Staff should be in charge of the chickens but residents should be encouraged to participate in looking after them, such as feeding them, cleaning the coop or collecting the eggs
- Ensure there is a sufficient number of volunteers or staff who are willing to look after the chickens
- Chickens can make a lot of mess if left to roam freely! If you have a herb or vegetable garden it is recommended to keep chickens as far away from them as possible. Maintaining an adequate chicken coop should provide the chickens with enough space to live happily
Positive dining experience

We have seen a change here which makes my father happy
Family
Decluttering
From this............ To this
Pets – bringing life into the MPS
Individualised activities

Dinner for two

Boys outing
Remembering who they were
Nyngan MPS using telehealth for allied health consultations – dietetics

In one case study, following dietetic review, the resident regained her goal weight within 12 months and reduced her falls by 70%

It was just like we sat down for a nice chat…
Achievement of the 8 Living Well in MPS Principles NSW Aggregate – staff review

<table>
<thead>
<tr>
<th>Principle</th>
<th>Change in % achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respecting rights of the individual</td>
<td>24% ↑</td>
</tr>
<tr>
<td>Informed and involved</td>
<td>18% ↑</td>
</tr>
<tr>
<td>Care planning and assessment</td>
<td>20% ↑</td>
</tr>
<tr>
<td>Home environment</td>
<td>21% ↑</td>
</tr>
<tr>
<td>Recreation and Leisure</td>
<td>39% ↑</td>
</tr>
<tr>
<td>Positive dining experience</td>
<td>19% ↑</td>
</tr>
<tr>
<td>Access to multidisciplinary services</td>
<td>27% ↑</td>
</tr>
<tr>
<td>Expertise in aged care</td>
<td>38% ↑</td>
</tr>
</tbody>
</table>
Statewide QoL indicators – *Residents Review*

**Relationships between residents and the nursing/care staff**

- **Baseline**
  - Resident reported: 8.08
  - Staff reported: 7.11

- **Final**
  - Resident reported: 8.47
  - Staff reported: 8.41

**Quality of residents' everyday life (given their current stage of life and circumstances)**

- **Baseline**
  - Resident reported: 6.83
  - Staff reported: 5.94

- **Final**
  - Resident reported: 7.93
  - Staff reported: 7.35

**Amount of independence, choice or control residents have over their lives**

- **Baseline**
  - Resident reported: 6.69
  - Staff reported: 5.72

- **Final**
  - Resident reported: 7.80
  - Staff reported: 6.53
Residents' overall mood or emotional wellbeing

Baseline: 6.00
Final: 7.93

Residents' usual level of physical wellbeing and comfort

Baseline: 6.38
Final: 7.79

Baseline: 6.50
Final: 6.88
Next steps

- Evaluation
- Sustainability and spread
- Communication and presentations
- Furthering partnerships

NSQHS Standards
A better way to care
“Our Residents do not live in our Workplace. We work in their Home...”