

Senses Foundation (Incorporated)

Respite Services

The final report dated 28 August 2009 describes the findings of the monitor of the services compliance against the following standards:

- Standard 2 Individual Needs
- Standard 5 Participation and Integration
- Supporting Standard 6.3 Opportunity to develop and maintain skills
- Supporting Standard 8.3 consumer involvement in planning, management.

Acknowledgments

The monitor noted her thanks to Management for the assistance and information they provided throughout the monitoring process. The monitor acknowledged the commitment of the staff in providing services to the consumers. The monitor noted that this was evident from the discussions with staff and their positive outlook in providing services and from the positive comments about staff, the monitor received from families.

Commendations

The monitor was particularly impressed by:

- The number of positive comments received from families as highlighted in Standard 2.
- The positive comments and sense of commitment and pride displayed by support workers spoken to.
- The passionate commitment demonstrated by the Respite Coordinator in providing services that was truly flexible, individual and humanising.
- The strongly held view of the service that accountability and documentation does not have to fit into a particular standardised model/format.
- The Personal Passport document which is innovative and provides a unique individual approach to providing services to this particular group of clients. In many ways this style of planning fits in with the person centered approach of developing services.

Summary

The monitor reported the service meets Standards 2, 5 and Supporting Standards 6.3 and 8.3.

Required Actions

The monitor did not identify any required actions during the monitoring visit.

Opportunities for Service Improvement

The monitor identified the following opportunities for service improvement:

Standard 2 - Individual Needs - *Getting the right help*

2.1 At the present time the term 'Personal Passport' and 'Care Plan Information' are both being used. It would be much clearer if the service could use a standard name for this planning document.

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2.2 It would also be good practice if an annual review date and room for a signature could be put on the document to give it current validity.

2.3 While still maintaining the personal approach to the planning document the monitor feels that the goal from any relevant section could be highlighted at the end of the section to make that goal clear.

Action has already been taken to implement the opportunities for service improvement.