



Seasons and Care Connect Partnering for Quality

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Today I'm going to talk about


- Care Connect
- Future of aged care – some musings
- Our service model in Seasons
- Case management and brokerage



Introducing Care Connect

- Community care provider in Vic, NSW and Qld
- In Brisbane since 2006
- Responsive, flexible, reliable
- Case management and brokerage model





Trends in
Aged Care Services:
some implications


Productivity Commission
Research Paper

September 2008

Key points

Over the next 40 years

- a number of challenges to Australia's aged care system.
- a significant increase in demand - 85+ expected to increase at least four-fold by 2047
- increased proportion of frail older people with more complex care needs




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- increased preference for independent living arrangements supported by community care,
- a desire for greater autonomy and choice in aged care services generally
- many with higher levels of income and wealth with which to leverage services
- significant numbers — over 3/4 of those of age pension age eligible for the age pension
- need a significant expansion in the aged care workforce




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- The policy implications of these prospective challenges are broad ranging and complex to aid development of improved framework for aged care, including:



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assess potential for unbundling
residential care i.e.
accommodation, everyday living
and personal care costs

- examine the scope to dispense with the planning and allocation system (while retaining accreditation) and rely on entitlement for aged care services established by ACAT
- consider feasibility of introducing ‘consumer-centred’ care arrangements to enhance potential for older people to influence the nature and scope of the services they receive



National Aged Care Alliance

Leading the Way

Our Vision for Support and Care of Older Australians

September 2009

2 Where older Australians require support or care, they will:

- have access to services in their own communities and homes that:
 - are readily available, affordable and client-directed
 - promote wellness and wellbeing, and assist them in realising their aspirations
 - provide genuine choice to meet the aspirations, needs and preferences of a diverse older population
 - are underpinned by a commitment to quality improvement, evaluation and ongoing research
- be the principal decision makers about when they may need assistance and the nature of that assistance
- have access to affordable, effective and safe health and medical care
- have easy access to reliable and relevant information about the availability, quality and cost of aged care services.



Place and Care

Entitlement to robust community care is front and centre - within a seamless continuum of care and support services:

- the separation of funding for support and care services and for accommodation, so that choices about each are as far as possible independent of each other, enabling greater options and choices in both services and housing



Care Connect and Seasons

- Commenced March 2009
- 15 CACP
- Dedicated case manager
- Client choice
- Brokerage – Seasons & others





Case management

- needs identification
- care planning
- monitoring and managing service quality
- reviewing client progress and needs, advocacy
- liaison with health and other services
- Referrals
- navigating the system
- carer support



Case management

- Care Plan respects and responds to the client's priorities.
- Clients have independent advice
- Services are planned in accordance with client's preferences
- They can safely provide feedback about the quality of services being provided



Brokerage

- Most services with Seasons
- Source other services
- Seasons benefit include
 - medication prompts
 - overnight checks



Maintaining Quality of Care

- Service Provider Agreement
- CM liaises closely with Seasons staff
- Expect a high standard of services and address any issues
- Support clients and their carers to retain their informal contacts and community networks
- Clients can buy additional services. Care Connect supports these services if the client wishes



Thank you

www.careconnect.org.au

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