



Family &
Community
Services

Laura Howarth
Statewide Behaviour Intervention Service

Slides developed by Michelle Henwood

Support Modelling & Planning: More than “Client Matching”



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& Behaviour Support
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Session Overview

- Background & Definition
- Overview of the Guiding Principles
- Phase 1: Describing the Optimal Model
- Phase 2: The Comparison Analysis
- Monitoring & Review

Workshop Aims



- Knowledge of the Guiding Principles
- Knowledge of the Support Model Components
- Knowledge of the assessment and planning process
- Opportunity to apply the approach to a case study

Background

- Major risks identified for people described as having Complex Support Needs were placement breakdown or no suitable placement available
- Lack of thorough assessment often only looking at a few aspects
- Absence of holistic formulation & unsafe assumptions
- Development of a practice guide

What is your starting point?

What do you know?

How confident do you feel?

What is a Support Model?

A support (or service) model is a combination of infrastructure and services developed to meet the current and future needs and goals of individuals with disability in a range of domains including; supported accommodation, clinical support, day activities and more.



Beth's Story



“I want to live with nice people and have my own space. I want to have help when I need it but not all the time.”



Guiding Principles

1. Holistic and comprehensive assessment and review
2. Person-centred approach
3. Balance duty of care and risk enablement (ref Person Centred Comprehensive Risk Assessment Practice Guide – SBIS)





Guiding Principles

4. The support model is flexible and responsive to the person's changing need
5. Focus on quality of life (QOL) outcomes (see Bigby diagram in handout)
6. Promote diverse relationships and experiences



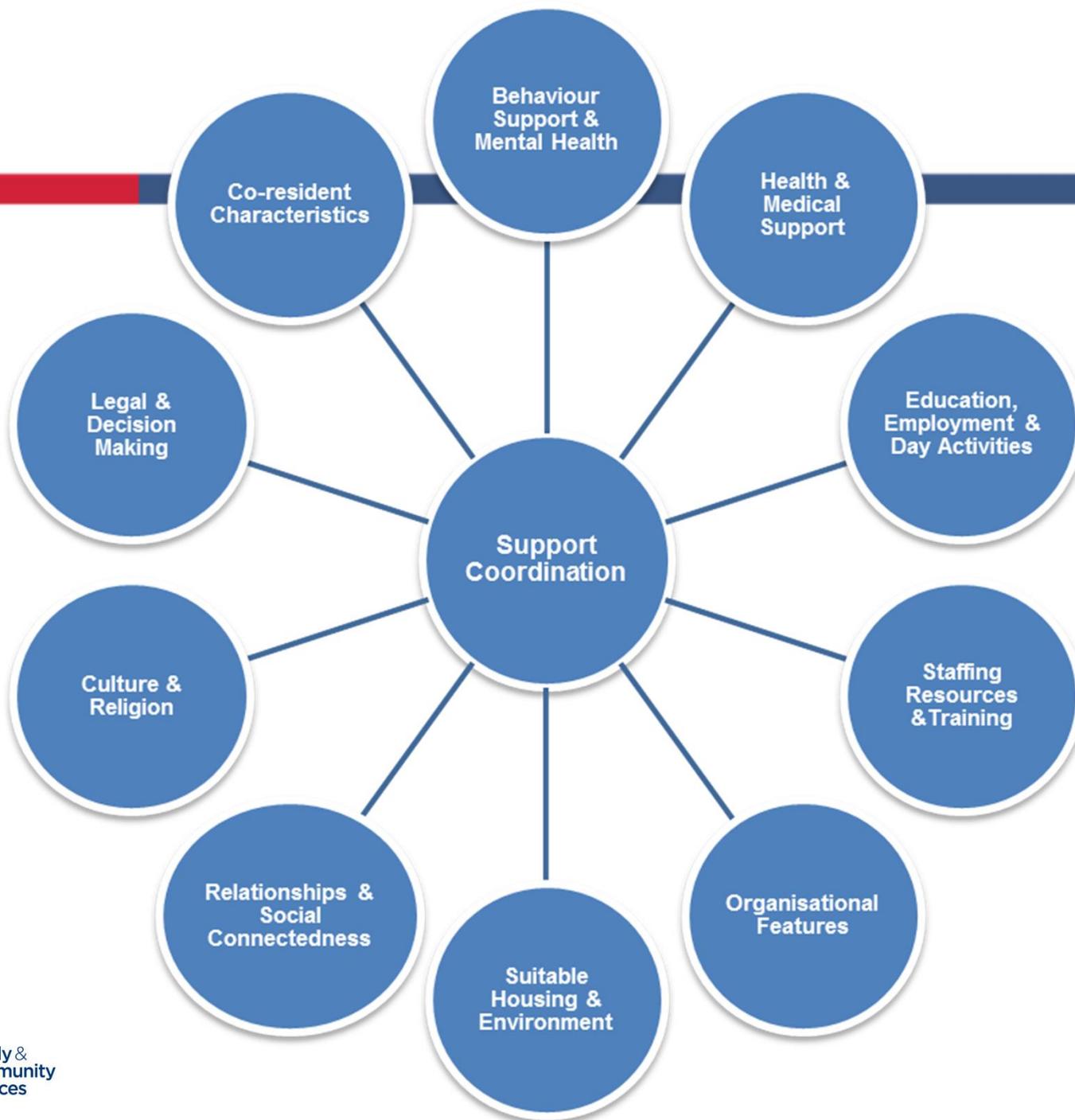
Guiding Principles

7. Promote integration, inclusion and informal supports
8. Development of a resilient service system
9. Transition planning is considered in the service model assessment.



2 Phase Approach

- See handout – Support Model Assessment Process
- Phase 1: Optimal Model Description
- Phase 2: Comparison Analysis



Phase 1: Information Gathering

The information required for each Component is the same:

- Describe the person's needs and experience at each life stage
- What supports or interventions were provided and by whom?
- What worked and what didn't work?
- Why/why not?
- What does this mean about their needs now and in the future?

Phase 1 : Formulation

This is a **shared understanding** of the person that:

- Summarises what is known about the person
- Describes how these experiences may relate to one another, drawing on relevant theories and principles
- Generates an understanding of how these experiences have shaped the person as they are today
- Describes the principles and approach that needs to underpin all aspects of the model.

Phase 1: Optimal Model

Group Activity



Phase 2: Comparison Analysis

- Compare the aspects of a proposed option to the Optimal Model description
- Identify gaps
- Identify risks associated with the gaps
- Identify possible risk mitigation strategies
- Determine whether the risks can be adequately addressed and the option is suitable

Phase 2: Presenting the findings

- Comparison Analysis report is prepared (see handout for sample template).
- Present the findings at a meeting with the person, key support people, decision-maker, and relevant stakeholders.
- Agreements made for next steps.

Monitoring & Review

KEY QUESTIONS

- Have the person's needs changed?
- Are the identified components and elements in place?
- Are the recommended risk mitigation strategies in place?
- Are the risk mitigation strategies effective?
- Are there other aspects of the current model (not originally identified) that are working and should be incorporated into the Optimal Model description?

Post-Workshop Evaluation

What do you know now?

How confident do you feel now?

Did your ratings change?



Thank you