Need

- Reorient Domiciliary Care cleaning services to adopt a restorative approach
- PLHS and Domiciliary Care pitched this need
Definitions

Domiciliary Care provides home-based services that aim to help people who need assistance to live at home and to be as independent and supported as possible.

Restorative means having the ability to restore or rebuild an individual’s health, strength or wellbeing.

(Dubac et al. 2013, p. 8; Ryburn, Wells & Foreman 2009, p. 232).
HACC Language

- Provide services for the elderly and people with disabilities living at home
- HACC funds services provided by Domiciliary Care Port Lincoln
- Previously no option for short-term services
- New service models support a restorative approach:
  
  *Living Longer, Living Better*
  
  *A wellness focus*

(Government of South Australia 2011; Jorm et al. 2010; Department of Healthy Aging 2012, p. 73; Lewin et al. 2013).
Ageing Population – Year 1991

Ageing population – Year 2011

(ABS 2011)
Ageing Population – Year 2031
Ageing Population – Year 2101

Benefits of a Restorative Approach

• Boost independence

• Delay, reduce, or remove the need for longer term ongoing assistance

• Enable client to remain living in own home for longer

• Improve staff satisfaction

• Support more clients in need for immediate assistance in the community

Scoping Phase

- September 2013
- Met key stakeholders
- Gauged the felt need
- Considered alternative options
Overall Aim

‘A restorative approach will support the well-being of older people in Port Lincoln’
Project Approaches

• Instrumental approach

  Defines health and wellbeing as an end result

• Community Empowerment approach

  Seeks to support and empower communities to take greater control over the issues affecting their health

(Taylor, Wilkinson & Cheers 2008, p. 88)
Project Process
A restorative approach will support the well-being of older people in Port Lincoln.

**Agency/Organisation Outcomes**
- Upon refinement by Occupational Therapy staff, the Request for Cleaning Assistance Checklist will meet the Australian Standards.

**Client Outcomes**
- Cleaning staff at Domiciliary Care will confidently implement a restorative cleaning service.
- Domiciliary Care Cleaning Staff will apply new skills and strategies to begin implementing a restorative cleaning service.
- Domiciliary Care clients and the wider community will have an increased awareness of a restorative approach to cleaning.

**Advocacy/Influence Outcomes**
- Through a focus group, representatives of the Domiciliary Care community will have genuine input into what works well and what does not in a restorative approach.

**Long Term Outcomes**
- Occupational Therapy Staff will promote Restorative Care through the implementation of the Request for Cleaning Assistance Checklist.

**Medium Term Outcomes**
- Domiciliary Care Cleaning Staff are upskilled in their active involvement in a Restorative Cleaning Education Day.

**Short Term Outcomes**
- Domiciliary Care clients and the wider community will have an increased awareness of eligibility criteria for cleaning assistance.

**Outputs**
- 1. Needs Analysis
  - Meeting with Jordan and Rhonda
  - Meeting with PLHS OTs and Jan
  - Introduction to cleaning staff
  - Five client visits with cleaning staff
  - Contacted 11 Community Groups
  - Recorded and compared meeting minutes
  - Questionnaires, suggestion boxes, mind maps, presentations, individual and group meetings with staff, client and community groups were implemented
  - Observation checklists

- 2. Project Planning/Design
  - Maintained contact with community groups
  - Regular meetings and email contact maintained with staff
  - Planned for 9 community barbecues, content for cleaning staff education day, request for cleaning assistance checklist, and client and community information booklets with all key stakeholders

- 3. Project Implementation
  - Regular meetings with staff at Domiciliary Care and PLHS
  - Drafts of the cleaning staff education day, request for cleaning assistance checklist and information booklets were checked by key stakeholders
  - Implemented and evaluated cleaning staff education day
  - Planned, implemented and evaluated week 9 barbecue

- 4. Monitoring and Evaluation
  - Activity Audit. Mid and final SPFF, observation checklists, meeting minutes, professional journal entries and emails, suggestion boxes, questionnaires, weekly meetings with supervisor, verbal feedback from key stakeholders, pre-post evaluation forms and star charts, and self-evaluation

- 5. Dissemination
  - Week 4 - OT Department meeting and Cleaning Staff meeting
  - Week 6 - Healthy Ageing Team Meeting and Community group presentations
  - Week 9 - Domiciliary Care Community Barbeque

**Inputs**
- Key Stakeholders
  - PLHS Staff
  - Domiciliary Care staff
  - Cleaning staff at Domiciliary Care
  - Community groups: Rotary, Mens Shed, SA Pensioners, Lincoln Leans, Zonta, Probus, Red Cross, West Coast Home Care and Matthew Flinders Day Centre

- Good Relationships
  - PLHS Staff
  - Domiciliary Care Staff
  - Domiciliary Care Cleaning Staff
  - University Supervisor Ang
  - Community Groups
  - University Department of Rural Health Staff

- Client Group
  - Domiciliary Care Cleaning Staff

- Staff Group Available
  - Occupational Therapy Supervisor
  - Domiciliary Care Director, Jan
  - Healthy Ageing Team Leader, Ronda
  - Domiciliary Care Cleaning Staff
  - GEM Team
  - TCP Team
  - Healthy Ageing Team

- Resourses/Funding
  - Petty Cash Funding Application for a Community Barbeque through the Port Lincoln Health Service
  - Local Media Advertisements: Magic Radio and Port Lincoln Times
  - Hospital Daily Notices
  - Local Council
  - Community Group support and support from local businesses including: Port Lincoln Gourmet Meal, Bakers Delight, Kirton Point Primary School, and the Rotary Club

- Knowledge
  - Issue highlighted by Domiciliary Care and PLHS
  - Comparative Research with existing HIP program
  - Background research
  - Staff knowledge of PCP projects
Need Analysis Findings

- Met key stakeholders
- Identified additional stakeholders
- Worked with the community, not for the community
- Three key avenues emerged: Community, Client and Staff

(Ife 1995, pp. 181-183)
Project Planning Findings

- Discussed project direction:
  - Content of Cleaning Staff Education Day
  - Request for Cleaning Assistance Checklist
  - Planning a Week 9 Dissemination BBQ
Project Implementation Findings

- Week 6 Dissemination Points:
  - Meeting with Healthy Ageing Team
  - Community Group Presentations

- Developed information booklets

- Carried out Cleaning Staff Education Day

- Finalised Request for Cleaning Assistance Checklist

Client Short-Term Outcome

‘Domiciliary Care Cleaning Staff are up-skilled in their active involvement in a Restorative Cleaning Education Day’
Occupational Therapy Staff are actively involved in the development of a request for cleaning assistance checklist.
Advocacy Short-Term Outcome

Domiciliary Care Clients and the Wider Community will have an increased awareness of eligibility criteria for cleaning assistance.
Project Recommendations

- Community focus group to evaluate information booklets
- Ongoing training for cleaning staff re: restorative cleaning
- OT staff use ‘Request for Cleaning Assistance Checklist’
- Maintain contact with Port Lincoln Health Service and Domiciliary Care for project updates
Update on Medium-Term Outcomes

- OT staff using the ‘Request for Cleaning Assistance Checklist’
- Cleaning staff notifying Team Leader of changes in clients’ functional capacity
Update on Long-term Outcomes

- Implementation of Restorative Cleaning Education Day bi-annually
- Submission of ‘Request for Cleaning Assistance Checklist’ to Country Health SA for approval
- Community focus group for all Community Health Services
Thank you
References

References

- Roach, J 2013, *Port Lincoln*, University of South Australia, Whyalla, 28 August.