



Shifting the mindset; building bridges for staff as they move to an Enhancing Independence approach

Kate Sloan, Eleanor Kennett-Smith,
ECH Inc, South Australia


independent living units | community services | residential care



Background to ECH

- Not for profit provider
- Independent living, residential and community services in Adelaide
- Refocus on independence for our clients

independent living units | community services | residential care



The Enhancing Independence model

- Comprehensive, holistic client assessments
- Goal setting
- Increased hours in first 6-8 weeks
- Allied Health input

independent living units | community services | residential care



Building bridges...




independent living units | community services | residential care



What bridges have we built?

- Commenced with new Community Package clients
- Staff training
- Extensive consultation with staff

independent living units | community services | residential care



Challenges

- 'Upends' traditional service delivery
- Putting systems in place to support the model
- 'Selling' the approach to staff and clients

independent living units | community services | residential care

Building bridges.....



Staff perception – do they feel we've 'built bridges'??



independent living units | community services | residential care

Survey results



The best thing:


- Allied Health involvement
- More creativity
- Focus on client strengths

The worst thing:

- Assessments; too many, too long
- Timeframes too tight

independent living units | community services | residential care

Survey results




Would you go back to working within the previous model?

Yes – 15%	No – 54%
Yes & No – 8%	Can't answer – 23%


What are the key motivating factors?

- Seeing positive outcomes for clients
- My boss tells me to work in this way




independent living units | community services | residential care

Are we there yet...Are we there yet...??



No!!

(Not quite, anyway)



independent living units | community services | residential care

Have we shifted mindsets?



Why?

- External barriers
- Staff competencies
- Demand management strategy

independent living units | community services | residential care

However, it's not all bad.....!



- Staff believe in the philosophy
- Shadowing exercise
- Measurement and Evaluation
- People don't want to go backwards

independent living units | community services | residential care

Where to from here?



- Let the process embed
- Review in 6-12 months time
- Rollout to other areas of the organisation

independent living units | community services | residential care

Lessons learned



- Staff consultation**
 - Do you or don't you....??
- Effective, positive management to drive it**
- The process should be client focused**
- Timeframes**
 - x3+6 months or so, then you're in the ballpark!
- People need to come with you on the journey!**

independent living units | community services | residential care



Thank you

Kate Sloan
ksloan@ech.asn.au
(08) 8407 5151

independent living units | community services | residential care