

Client Services Report

This has been a full and productive year. We have seen some great Client outcomes, Staff achievements and operational successes.

Family feedback continues to confirm that services are meeting Client healthcare needs and lifestyle choices. Following a period of Staff training and preparation in 2010, this year Cram adopted the person-centred approach to Client planning and decision making. This new process is being introduced to assist the Client themselves to make decisions about how they live their life. These Plans are proudly displayed by the Client in their home and it has been great to see each one actively involved in the planning process and achieving their personal goals, examples of which included surfing and Staff supported holidays.

Staff reports indicate there is a community presence for individuals and groups at both disability specific and general activities and events. At one special event residents, families and staff joined with other organisations at the Disabili-Tea in Wollongong to celebrate and promote the National Disability Insurance Scheme.

Our records management system collects various types of data. There is a trend of increasing medical contact in some Clients to keep them at optimal health. As people age some health issues become more prevalent and the ageing process can begin early in people with a disability. This year we introduced the Clinical Services Team in recognition of the need for a more rigorous clinical assessment and monitoring program.

As Cram's Client target group is one of people who are medically frail death comes with some inevitability. There was some sadness this year as we bade farewell to three of our residents. Their deaths were both expected and unexpected, but each was hard to bear. It is these times that demonstrate the strength of character, skill and compassion of our Staff as they support their Clients, families and each other and keep delivering services through these difficult times.

This year there has been a sustained effort towards improvement as we prepared for and undertook the external Attendant Care Management System Audit. In addition to a file and document audit this included Auditor interviews with Clients, their families and our Funding bodies with a consistent positive message received about how we deliver on our Mission, Vision and Values.

It was particularly pleasing to see that we achieved the highest possible score for our risk management strategies in Client services, Occupational Health and Safety and operational performance. Thanks to those families, Directors and Committee representatives who gave additional time and effort to monitoring and evaluating our performance through their participation in the Practices Review Committee.

Cram prides itself on the quality of service it provides and I wish to acknowledge the total commitment of Staff to their individual roles. We have over 100 staff and education is part of our culture – everyone works to improve themselves.

Our internal Staff program ensures skills and competency for performance of duties is reviewed annually. This year we also have external course graduates in Disability Studies, Complex Care, Management, Occupational Health and Safety and Governance. This continuum of learning is what helps us stay in tune with current research, brings forth new ideas, and helps us to continually improve our performance.

All in all it has been a good year. Clients are achieving their personal goals. Staff continue to improve their education and attend their duties diligently. Our achievement of Certification in the latter days of this year provides us with external feedback about our competency and quality performance in complex health care service delivery and gives us the motivation to meet the challenges of the New Year with enthusiasm.

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