

Facility Based Respite Services in Victoria

MS Australia – ACT/NSW/VIC



MS Australia ACT/NSW/VIC (MSL) acknowledge the importance of facility based respite in enabling people to fulfil their individual needs and goals and to live with maximum independence, dignity and security.

The primary aim for a respite stay is to provide ‘time out’ for family and carers and the person being cared for, from their regular routines. For the individual, having a planned break can provide a change of conversation, an opportunity for alternative social experiences and allow the individual to pursue their own interests. It can also provide the individual with a sense of freedom from feeling a burden on their loved ones, as well as respite from the guilt in having to ask the primary carer to do everyday tasks for them.

MSL’s residential respite services in Victoria are funded by the Department of Human Services (Vic). The service provides access to planned, time limited stays where people can receive individual and shared care and support for the purpose of respite.

1. Respite Locations in Victoria

In order to maximise the number of facility based respite vacancies for people with MS and other progressive neurological conditions, MSL has proactively sought opportunities to develop partnerships with other accommodation or respite providers.

At the time of writing, MSL has facility based respite available in the following locations in Victoria:

St Martin’s Court, Beaumaris

Service Provider: Australian Home Care Services
92-96 Pellatt Street, Beaumaris

Ocean Grove

Service Provider: Karingal
70-72 Dare Street, Ocean Grove

Greensborough Road MS Respite

Service Provider: MS Australia – ACT/NSW/VIC
303-311 Greensborough Rd, Watsonia

Bundoora

Service Provider: Accommodation and Care Solutions
6 Athol Avenue, Bundoora

Greenhill, Loch Village

Service Provider: Accommodation and Care Solutions
13 Clarence Street, Loch Village

There are also emerging partnerships as MSL continues to be responsive to be responsible to meeting the respite needs of people in their local area.

Fact Sheets are available on each of these respite services by contacting the Respite Coordinator on (03) 9845 2700.

2. What to Expect from a Respite Stay?

- **Health Care:** Respite clients will be assisted to maintain their health at the optimum level possible, and will be involved in the making of decisions regarding their health care to the greatest extent that is possible.
- **Choice and Decision Making:** Clients have a right to make decisions and choices in all areas of their life and about everything that affects them and will be encouraged to make decisions and choices and not to defer decisions and choice to others. Whilst some clients will have different capacities to make choices and decisions, individuals who require assistance will be offered support from respite staff with decision making.

Respite clients will be consulted in all daily decisions and choices that affect them such as what time they wish to rise or retire; the clothes they want to wear (following consultation and consideration of the weather and day's events); food, etc and ensure that the day to day care and support routine also offers maximum choice and control.

When supporting an individual to make a choice or decision the staff team should ensure the client understands the options available to them (including any potential risks or adverse consequences) and are encouraged to make choices and decisions without interference but rather through the presentation of choice.

- **Planning:** The client's care and support plan will be individualised and focus on client choices and decision making in relation to daily routine, recreation and community access and activities of daily living such as food / menu planning, shopping, community and social activities. Planning will be sensitive to the cultural and spiritual needs of the individual.
- **Social Independence:** While in respite clients will be assisted to achieve a maximum degree of independence and will be encouraged to participate in and maintain valued roles in the community.
- **Freedom of Choice:** Respite clients have the right to exercise freedom of choice and this will be recognised as long as it does not infringe on the rights of other respite clients or staff.
- **Variety of Activities:** By arrangement, respite clients will be encouraged and enabled to participate in a wide variety of experiences appropriate to their needs and interests. Activities will also seek to help respite clients to maintain social and other skills.
- **Privacy, Dignity and Confidentiality:** The dignity and privacy of respite clients will be respected, and the confidentiality of information or records of residents will be maintained, however information may be exchanged between MSL and its partner respite organisations in order to assist in planning for clients accessing respite.

Respite clients can also expect the following from MSL and its partner respite organisations:

- Staff must respect the needs of individuals to have their own space to engage in activities in private if they choose. A client may choose to be alone to read, talk on the telephone, to receive a visitor and other personal activities.
 - Staff must respect that an individual's room has their personal belongings and items must not be moved or removed unless requested by the client. A staff member should not be in a client's room without the presence of the client or without the request or approval of the client.
 - Staff must knock on a client's door whether the door is open or closed and request entry stating the reason for access.
 - The only time a staff member can enter a private room without the consent of a client is if the client is in need of urgent care, (i.e. they have fallen, are experiencing a seizure, etc) or when there is an emergency (i.e. fire) and the individual cannot transfer independently.
 - If a client or staff member has made a maintenance request, the client must be given as much notice as possible of the need to access their room. If the maintenance relates to a hazard or there is malfunction of equipment that puts people at risk, access must be provided and the access supervised by a staff member.
- **Safety:** The accommodation environment and practices will seek to ensure the safety of respite clients, visitors and staff.
 - **Complaints and Disputes:** In the event that there should be a grievance, or dispute, respite clients have access to MSL's grievance process to enable the respite client to make a complaint and to have the matter resolved. Respite clients will be assisted to make a complaint if required.
 - **Freedom from Abuse and Neglect:** A range of mechanisms will be utilised to ensure that the standards of care provided to respite clients are of a high quality and ensure that respite clients are not subjected to abuse or neglect by the service. These mechanisms include adherence to the Victorian Disability Standards, the Victorian Human Rights Charter, service evaluation activities, regular meetings between service management and respite clients, and monitoring of any complaints or incidents that may occur.

3. Who can Access Residential Respite?

In order to receive funded respite from MSL, clients must meet the following criteria:

- Have a diagnosis of multiple sclerosis or associated progressive neurological condition
- Be under 65 years of age
- Be a registered client of MSL
- Be able to alert staff if they require assistance, i.e. be able to press a buzzer
- Not require palliative care services
- Not be dependent on a ventilator for respiration
- Not be a resident of an Residential Aged Care facility
- Individuals must have a place to be discharged to, i.e. a person who requires convalescence after hospitalisation and does not have an agreed plan for discharge (home) will not be accepted
- Have completed the *Facility Based Respite Referral* form or *MS Respite Update* form (if you have accessed MSL's respite services previously).

The *Facility Based Respite Referral* form is necessary in order to facilitate a positive respite stay; to promote a collaborative partnership between the respite service and the client; to implement the care and support plan; to assist the service in fulfilling the client's needs and goals, maximise their independence, self determination and dignity in a safe and secure environment.

4. Access, Equity and Exit Criteria

As there is a high demand for facility based respite services MSL cannot offer unlimited respite opportunities to clients. Access to facility based respite is based on need and availability and is at the discretion of the Respite Coordinator. The average length of stay is 2 weeks.

Clients who are seeking a booking at a particular time are encouraged to make the booking as early as possible to provide the greatest chance of a match with the vacancy.

During peak periods where respite is in high demand (eg. school holidays), attempts will be made to distribute respite amongst clients fairly to allow as many families as possible access to these high demand weeks.

MSL or its partner service providers have the right to refuse services with valid reason.

The service provider may need to exit an individual from the service where:

- The individual's core needs exceed the facility's capacity (either service model or staffing level)
- Nursing requirements and monitoring exceed the facilities capacity, i.e. pressure care management where an individual is confined to bed and is requiring daily wound management.
- The individual has demonstrated repeated behaviours of concern which place the individual and / or other residents at risk.
- The individual has been engaged in illicit or illegal activities and or repeated intoxication.
- The individual has an outstanding account with the respite service.

The exit of a client will involve consultation with the resident, family and significant others including case manager and the funding body if required.

5. How to Make a Respite Booking

Requests for a respite stay can be made by the client, family members, case manager. A referral cannot be accepted without consent of the client or guardian.

Respite requests should be directed to the Respite Coordinator who manages the referrals and coordinates the bookings.

- a) Applications will be considered according to the access criteria outlined above; as well as the service capacity of the facility – with consideration being given to the mix of clients with confirmed respite bookings in the same period.

Respite requests can be taken up to 18 months in advance. Bookings open for the whole of the next calendar year on the 1st July. Clients will be sent a letter confirming the booking dates, which are subject to the service still being able to meet the individual's needs.

- b) Where possible, clients and / or their case manager will receive written confirmation of service and dates 6 weeks prior to the requested dates once confirmation of the vacancy has been received from the service provider
- c) Clients will be sent a *Facility Based Respite Booking Confirmation and Packing Checklist* to assist in their preparation for accessing respite.
- d) The Respite Coordinator will reconfirm bookings 2 weeks prior to date of admission and check any changes in the care and support required by emailing the *MS Respite Update* form to the case manager or completing over the phone with the client.

6. Urgent Requests

MSL will consider accommodating urgent requests for facility based respite depending on service capacity, bed availability and the circumstances of the request.

7. Cancellation of a Booking

Respite clients are encouraged to notify the Respite Coordinator as soon as possible of any booking cancellations. Early notification will assist the Respite Coordinator in offering the vacancy to other clients who could benefit from the vacancy.

8. Invoicing Arrangements

All MSL respite opportunities are heavily subsidised.

In Victoria the daily client contribution fee is \$30 per day which includes a contribution to the cost of food and household consumables including the use of the phone.

If clients require further assistance towards the daily contribution fee, support may be sourced through the following:

- Carer Respite and Carelink Service - ph. 1800 052 222
- The client's case management service

The Respite Coordinator will confirm invoicing arrangements with the client or their case manager at the time of booking and prior to admission.

9. Admission Process

Once a booking to respite is confirmed MSL's Respite Coordinator will post the client a checklist of things to bring to respite.

On admission to respite, staff from the service will talk with the client about how the service operates, show them around the site and double check any care requirements as part of the care plan.