Linking Support and Reablement

PURPOSE
This factsheet provides information on the new functionality for Home Support Assessors to add period(s) of linking support and/or reablement to a client’s Support Plan.

THE INTENT OF THESE CHANGES
This functionality enables Home Support Assessors to identify clients who would benefit from linking support and/or reablement, and allow assessors to make changes to the client’s Support Plan during the linking support and/or reablement period.
Furthermore, users accessing the client’s record, such as clients and service providers, will be informed that the client is undergoing a period of linking support and/or reablement.

WHAT IS LINKING SUPPORT?
Where an older person’s complex circumstances may impede their access to aged care services, linking support will assist in referring the client to various services they require in order to live in the community with dignity, safety and independence.

Linking support activities are aimed at working with the client to address areas of vulnerability that are preventing access to receiving mainstream aged care support, to the extent that the client is willing or able to access aged care services.

The level of linking service support offered in My Aged Care is time-limited, and is not designed to provide ongoing support services.

Further information on linking support is available in the My Aged Care Regional Assessment Service Guidelines.
WHAT IS REABLEMENT?

Reablement involves time-limited interventions that are targeted towards a person's specific goal or desired outcome to adapt to some functional loss or regain confidence and capacity to resume activities.

If a client is suitable and agrees that short-term reablement support is appropriate, the assessor should include service solutions within the support plan which:

- Promote their independence
- Assist them to maintain and/or strengthen their capacity to undertake daily activities
- Maintain social and community connections.

Supports could include training in a new skill, modification to a client's home environment or having access to equipment or assistive technology.

Further information is available in the My Aged Care Regional Assessment Service Guidelines.

RECOMMENDING LINKING SUPPORT OR REABLEMENT

Home Support Assessors are able to recommend period(s) of linking support and/or reablement on a client’s Support Plan.

Home Support Assessors will be able to add multiple recommendations for linking support and/or reablement. Instances in which this may occur include where there may be multiple reasons for the period of support and/or there may be different end dates.
Home Support Assessors will be asked to provide additional information about each recommendation added, including start date, recommended end date and reason for the recommendation.

On-screen help text is available to Home Support Assessors to further describe linking support and reablement. This information can be accessed by selecting the ‘?’ from the modal, as displayed above.
Home Support Assessors will be able to edit and/or remove added recommendations prior to completing the Support Plan.

Following completion of the match and refer process, Home Support Assessors will be presented with the option to ‘Finalise support plan & keep open for support period’. This will only display if a period of linking support or reablement has been added to the client’s Support Plan.

The Support Plan is kept open to enable assessors to tailor the client’s Support Plan during the period of support.
EDITING THE SUPPORT PLAN DURING A PERIOD OF LINKING SUPPORT OR REABLEMENT

While a client is undergoing a period of linking support and/or reablement, Home Support Assessors will be able to access the client’s Support Plan from the ‘Current work’ queue in the ‘Assessments’ tab.

Home Support Assessors can filter their ‘Current work’ list by status. To display clients undergoing a period of linking support and/or reablement, assessors can select the status ‘Undergoing support’.

Users accessing the client’s record, including clients and service providers, will be able to identify that the client is undergoing a period of linking support and/or reablement. This is displayed on the card, expanded card/list view and on a banner on the client’s record.

Home Support Assessors will be able to make changes to information in the following sections of the client’s Support Plan:

- Assessment summary
- Client motivations
- Goals & recommendations
- Manage services & referrals
- Associated People
- Review

The recommended end date for each period of linking support and/or reablement can also be edited.
ENDING A PERIOD OF LINKING SUPPORT OR REABLEMENT

Home Support Assessors are able to end the period of support, in either one of two ways.

1. End each linking support and/or reablement period individually, by selecting ‘End linking support period’ or ‘End reablement period’ on the ‘Goals & recommendations’ tab of the client’s Support Plan.

Home Support Assessors are required to enter the end date for the support period and the outcome.
2. End all linking support and/or reablement periods at the same time by selecting ‘Support period complete – finalise support plan’ on the ‘Goals & Recommendations’ tab of the client's Support Plan.

Home Support Assessors will still need to finalise the Support Plan, by selecting ‘Support period complete – finalise support plan’. For some clients, an additional referral to a service provider (e.g. allied health and therapy services) may lead to the conclusion of a period of support.
All periods of linking support and/or reablement that haven’t been ended will be displayed. Home Support Assessors are required to enter the end date for each support period and the outcome.

Clients, assessors and service providers will be able to view a history of linking support and reablement on the client’s record. For assessors and providers, this information will display in the ‘Plans’ tab of the client record.

Assessors should provide meaningful comments on the outcomes of any period of reablement or linking support, in particular the support offered, its success and impact on ongoing needs.

For further information, go to My Aged Care