

Better Care, Better Services Forum February 2011 Workshop Discussion Topics

Workshop Session 1 – Applying Better Care, Better Services across Service Models

Group Discussion: Forum participants were asked to consider the applicability of each supporting standard in different service models and the role of placement services staff, if any, in contributing to the implementation of supporting standards which reference DCP specific responsibilities (e.g. such as Care Planning).

Working Group 1: Applying Standard 5 Planning with Children, Young People, their Families and Carers

Barriers to Planning with Children & Young People

- Age of children.
- Emergency nature of service model – plans constantly changing.
- When there are significant changes in child's life – difficulties in getting DCP caseworker to get changes to Care Plan.
- Relationship with District staff important to meet these standards.
- Need to have quality Care Plans that are regularly reviewed – this underpins the standard.
- Need to clearly define 'what is do-able' and 'what is in their best interest'.
- What will be possible in different service models, when asked what they want with their 'care experience'

Tips for Engaging with People

- Vouchers for children/young people for participation (works for carers as well) – downside: cannot have anonymity.
- Recognise need to get feedback from other stakeholders as well as young people.
- Need to be creative with feedback with young people eg. Online forms like View Point.
- Have it as a regular ongoing process rather than only when Standards reporting is due.
- Regular resident's meeting – creating a climate where input is valued.
- Changing our views to make sure staff do value young people's views and be open to receiving this.

Working Group 2: Applying Standard 3 - Safety for children and young people in care and Standard 9 - Complaints and disputes

- Standard 3.3 – Timeframes (self assessment): Acceptable, requirement of reporting is clear, standards need to reflect timeframes, actions taken to minimise risk to child/worker.
- Standard 3.4: OK regarding ‘Carers’, WWC unit – more clarity regarding ‘staff and potential’ changing jobs’s & current wwc card.
- Standard 3.8 – Interim registration ok
- Standard 3.9 – Evidence Based Practice (SOS – requires, care plan)
- Standard 3.10 – Includes OHS as well – Re house/facilities, mix of children – considered at assessment and intake
- Standard 3.12 – Supervision and Training.

Working Group 3: Applying Standard 4 Responding to the needs of children, young people and families

- Really good to do self assessment

Standard 4.1

- Family Home
- Build relationships with the District and Case Managers
- Documents for referral
- Charter of Rights didn't know till Standards
- Should DCP or Services give Charter of Rights?
- Consultation to Yorganop & Dgooraminda
- Terminology might need to be changed in the next review of BCBS
- Carers will not be willing to have same kids
- How do you measure kids' paramount consideration – 'mother statement' – how do you demonstrate this?
- Make sure invited in case conference
- Make sure you bring report

Standard 4.3

- Talking to kids independent of carers - good connections

Standard 4.4

- Constant care givers, yet always talks about case managers
- DSC 9 standards yet does not have details & outcome based assessment
- Very helpful to have details
- Parkerville consulted with Yorganop & Dgooraminda on cases and actually saved a placement by having someone come out for Geraltion placement
- Understands standards as broad and NGO worked and held to standards yet DCP CM did not comply and know about the standards
- Review standards to include all agencies

Standard 4.6

- Turn over of staff, training, supervision
- Recruitment – make better process

Working Group 4: Applying Standard 6 Children and young people in placement

Standard 6.1

- Create a sense of belonging for children at home
- Build relationships/attachments with carers/home and neighbourhood
- Create a sense of community (BBQ with neighbours)

Standard 6.2

- Individual Development plans
- Residential Care Plan
- Foster Placement Agreement

Standard 6.3

- Community bonding through BBQ with neighbours
- Exchange of Christmas cards
- Get to know neighbours, relationship building with neighbours
- Encourage children to participate in youth groups, culture events
- Create opportunities for bonding with neighbours and children
- Matching carers with children who have similar interests e.g. football fans, zumba etc.

Standard 6.4

- Maintain contact with families through reunification plans
- Support contact and encourage phone calls dependent on safety of child, protection and confidentiality

Standard 6.5

- Maintain a culture plan
- Use of cultural consultant
- Gain access to family and culturally appropriate events
- Recruit staff from Aboriginal or culturally diverse backgrounds

Standard 6.6

- Placing siblings together is not possible in residential care
- Depends on issues between siblings and availability of placements
- Facilitate visits/contacts

Standard 6.7

- Prior agreement/contract signed before child moves in
- Copy of house rules, chores etc given at the time of intake
- Case Managers to attend House meetings

Working Group 5: Applying Standard 7 Accountability and governance

- In large organisations, management for the placement service need to take a broad overview of all policies and procedures and break them down to those most applicable to the placement service.
- Placement services need to consider their existing policies and procedures and the BIBS standards - to identify what is missing.
- Staff need to be motivated to continually re-visit the services policies and procedures and their implementation.
- Several placement services are looking at the standards during their staff meetings - perhaps one standard per meeting and discussing how the standard is applied or met in their service.
- In relation to supporting standard 7.1, services consider some of DCP policies and integrating these into the placement service policy to ensure consistency in practice (e.g. life story book)
- In relation to supporting standard 7.4 (recording keeping), following the self assessment, one service organised training for staff on record keeping.
- In relation to supporting standard 7.16, one placement service discussed monthly safety checks of the properties and codes given where attention was required to improve safety - red code means an immediate response is required.

Working Group 6: Applying Standard 8 Carers and staff recruitment, training, assessment and support

- Standards 8.5, 8.7, 8.8 and 8.13 not routinely applicable
- Standard 8.4 – cross cultural training focus should be on cross cultural understanding, “culture is caught not taught”
- Replication of responses in different SS transitional models
- Focus on form based feedback – opportunity for input rather than what is said
- Focus on public display of COR
- Government bias of standards e.g. Contact with family
- Different ways of engaging with kids
- Anonymity of feedback an issue
- Differing of interpretation of standards between DCP Case Managers and service
- SMU training on standards
- Timing – promote ability to space schedule

Workshop Session 2: Embedding and Implementing Better Care, Better Services

Working Groups 1 & 2: Preparing for a monitoring visit.

Group Discussion: In order to assist the monitors to access information from stakeholders and organisational records while at the same time minimising the potential disruption to service operations prior to and during the visit, in what ways can a service best prepare for external monitoring?

Discussion outcomes for Group 1:

- Monitoring various sites would involve lots of paperwork – not do all standards at once, may be two or three at a time throughout the year.
- Preparation involves a lot of work for a site visit of only a couple of days – preparing staff, carers and children about monitoring standards to reduce anxiety.
- Get timetable of what information is needed and when, so one can be prepared.
- Needs to be continuous and not once a year – organisation needs to value and embody the standards.
- Children and young people can be surveyed throughout the year.
- Put houses on a specific drive on organisational network so carers' have easy access – used as a communication tool.
- Keep in perspective in relation to 'hands on' work.
- Provide extra staff resources to cover shifts.
- Self assessment process very useful.
- As an agency, need to constantly been 'taking pulse' i.e. where agency is at and how it is working.
- Process can be utilised to develop the capacity of the sector.

Discussion outcomes for Group 2:

- Need to develop commonality
- Concerns re-reporting to separate standards
- Need to allow programme people flexibility of services
- There was an opportunity to provide feedback during pilot (Wanslea)
- Discussion on 're-announced Vs unannounced visits'
- A true partnership.

Working Group 3 & 4: Utilising existing processes in undertaking the self assessment against the Standards

Group Discussion: All staff should be aware of the *Better Care, Better Services Standards*, how the Standards apply to the services in which they work and influence how services are delivered. If organisations have existing internal mechanisms for examining aspects of their service, how can these be utilised to assess service performance against the Standards

Discussion outcomes for Group 3:

- How to introduce the standards to people and getting head around this?
- Translation of standards into work practice
- Inspiring people to want to do standards
- Accreditation not monitoring
- DCP better monitoring experiences
- Not tick the box use to build compacity via assessment
- Making sure priority meets standards when developing new policy or go through older policies as most are written for DSC and changed to cater to DCP standards
- Even if DSC and DCP don't overlap it is good to have all standards
- Five different funding bodies and all have monitoring and its getting easier
- Use DSC/DCP surveys for same monitoring self assessments – if you can
- Change contents and additions to supervision via BCBS
- Review all policies and identify gaps
- Empower to know Rights in regards to Care Planning
- Process to be changed policies and how they work directly with DCP CM
- Party around standards – task to think about and come back and present
- Not a big shift as just added more policy

Discussion outcomes for Group 4:

- Leadership meeting for management staff for consistency in implementing standards
- Proper interpretation of standards among management staff
- Start implementing the importance of the standards from staff induction through training and supervision.
- Encourage staff to be accountable for monitoring
- Appointing a 'monitor' within the service to be in charge of service standards
- Constantly reminding staff of policies/procedures
- Support meetings for carers to develop knowledge and skills
- Staff meetings and supervision meetings with a view to create more awareness to the importance of standards

Working Group 5 & 6: Using the self assessment and standards monitoring visit information.

Group Discussion: The Sector across Western Australia is committed to striving for excellence in the standard of safety and care for children and young people. With this in mind, and recognising that the Standards Monitoring Unit collects a range of information from which themes and trends for the sector can be identified, how should this information be accessed by or made available to organisations to facilitate improvement within their services and across the sector as a whole?

Discussion outcomes for Group 5:

Identifying strategies which will best enable information gathered during monitoring assessments, to be meaningfully shared amongst service providers:

- Peer monitoring - learning from each other during the monitoring process.
- Identifying themes and trends and providing this information via: Annual Report or Yearly Forums
- E-Learning Model (website including articles, monitoring information, themes and trends reports)
- Review of Standards and keeping a log of the standards that services most often find challenging to meet - or those where there maybe some confusion over the interpretation of the standard

Discussion outcomes for Group 6:

Range of strategies:

- Creating a website
- Forum
- Themes and trends data
- Able to provide comment on applicability or updating of standards
- More flexible
- Annual report to the sector