

Brendan Crozier

Background

In July 2016 the Commonwealth took responsibility of Norfolk Island, a previously self-governing external territory. South Eastern Sydney Local Health District (SESLHD) was tasked with assisting the local health service (Norfolk Island Health and Aged Care Service, NIHRACS) to support and enhance service delivery in line with other jurisdictions on the mainland. As part of the inclusion of Norfolk Island into broader Australian systems, residents now have access to Medicare and the Pharmaceutical Benefits Scheme (PBS).

Case for Change

Residents living in Norfolk Island's multipurpose service (MPS) currently experience low levels of activity. There were no individualised assessments, no goals around activity levels, and no processes supporting enrichment activities.

Research clearly shows that low activity levels lead to poorer physical and mental health, higher long term costs of care, higher use of medications, poor experience of care, increased challenging behaviour, and poorer staff morale. The current project aims to increase resident activity levels, in line with the NSW Agency for Clinical Innovation's guiding principles for "Living Well in an MPS".

Goal

Improved experience of recreation and leisure activities for residents in the aged care facility of NIHRACS, through individual planning and programming.

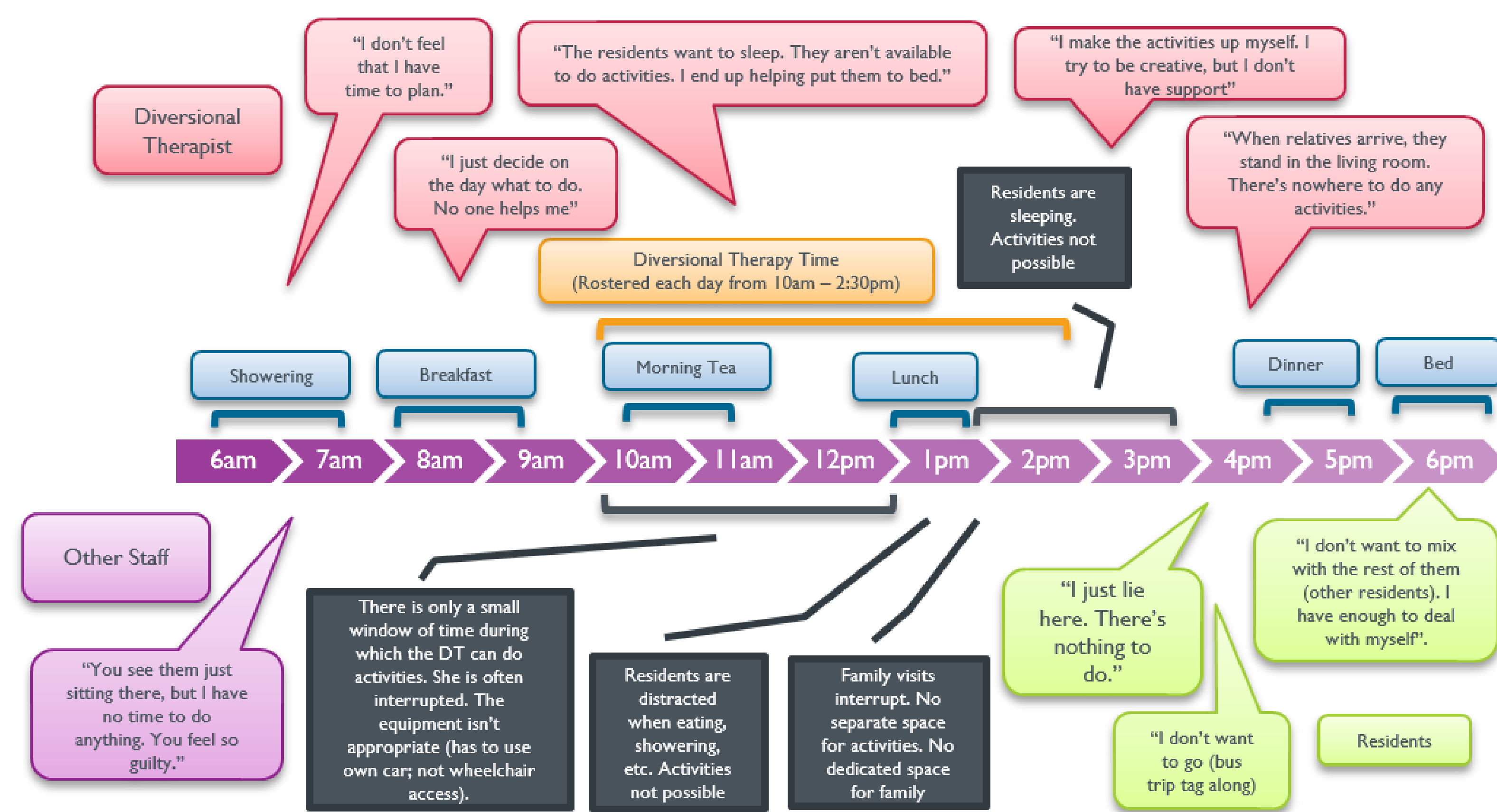
Objectives

Objective 1: By December 2018 all 14 permanent residents within the residential aged care facility will receive individual ability/interest assessments and recreation and leisure care plans.

Objective 2: By July 2019 at least 75% of residents will have increased activity levels by 50% from baseline (as individually assessed from objective 1).

Diagnostics

Major changes occurred during the diagnostics phase, with a complete reorientation of the project aims and objectives. The community on the island identified that they were most concerned about the resident activity.



Results

Activity	Completion Status
Policy & Procedures for Cultural And Spiritual Life and Leisure and Interests	COMPLETE
Capability and Interest Assessment Process	COMPLETE
Capability and Interest Assessment Resources	COMPLETE
Activity Planning Process	COMPLETE
Activity Planning Resources	ONGOING
Education and Mentoring for Diversional Therapist Role	ONGOING

Quick Wins	Completion Status
Sensory Towels	COMPLETE
TOP 5	COMPLETE

Objectives	Completion Status
1. Assessments and Plans for all 14 Residents	COMPLETE
2. Increased Activity by 50%	ONGOING

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Contact

Jocelyn Hickson, Norfolk Island Support Team, Improvement and Innovation Hub Level 4, 430 Kingsway, Caringbah NSW 2229

Planning and implementing solutions



Sustaining change

By taking a co-design approach to the project, the area targeted was that which was most important to those on the island, and most valued by the staff, families and community.

Using a systems approach to the design of solutions, the outcomes have been enshrined through formalised policy and part of the fabric of life in the aged care facility on the island. This will withstand the changes of staff and residents.

Conclusion

The direction of the project changed drastically during the diagnostics phase. The island is not part of NSW, and is not aligned to many of the systems and processes engrained within NSW. The remote nature of the work provided many challenges however strong networks and relationships were sustained.

There were internal staff changes within the project team during solutions design phase one. As such, the implementation had to be fully handed over to those on the island which encouraged ownership and sustainability.

Feedback obtained from the facility indicates that significant improvements have taken place within the Aged Care facility, as the project provided a platform for innovation. The consensus is that the lives of the residents have improved.