

# Multipurpose Service Model of Care - 6 months on

## Rural Health Network

### BACKGROUND

The Agency for Clinical Innovation has partnered with Health Infrastructure and the Ministry of Health to develop '**A Model of Care for Living Well and Promoting Wellbeing in MPS**' to:

- Enhance lifestyle, independence and wellbeing for people who call MPS 'home'.
- Support staff capability in providing individualised care and a person-centred culture for residents within MPS.

### WHY AN MPS MODEL OF CARE?

- There are approximately 400 residents living in Multipurpose Services (MPS) across the State, with this number expected to rise as more MPS are developed.
- Although the majority of people cared for in an MPS are elderly residents, MPS are currently accredited under National Safety and Quality Healthcare Standards with no requirement to meet Aged Care Standards.
- A Consultancy identified that areas which are not currently assessed by the National Safety and Quality Accreditation Standards that relate to the quality of life and lifestyle of residents in care are:
  - Provision of a 'homelike' environment
  - Role of the person in their own care
  - Cognitive impairment
  - Hydration and nutrition
  - Leisure activities and lifestyle.



Pictured: Ron (102yrs) and Dorothy (91yrs) Lambken at Grenfell MPS

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### STATUS?

MPS's bring together emergency, subacute, community and residential aged care services in a single location to provide a flexible approach to health and aged care service delivery in small rural communities. Currently there are 60 MPS in NSW with more facilities planning to transition to MPS in the future. For people living in MPS, this is their 'home.' An MPS Reference Group has been convened to progress the Model of Care: Co-Chairs Leanne Morton (HI) and Viki Brummel (HNE LHD).

### WHAT HAVE WE DONE SO FAR?

Ten MPS Facilities were selected to be part of a consultation to gain an understanding of the residential aged care needs of an MPS using a mixed methods approach which consisted of :

- Site visits
- Interviews with residents, carers, families and multidisciplinary staff
- Online surveys
- Environmental audits
- A literature review

The results were themed, analysed and presented in a two-day Solutions Workshop in December to translate into Principles of Care for Residents living in MPS's.

**Key themes identified from consultation to be addressed within the Principles of Care:**

- 1. Person-Centred Care**
  - a. Care Planning** – no consistent approach to care planning
  - b. Care Delivery** – maintaining a high level of person-centred care
- 2. Physical and Mental Stimulation** – no consistent approach to provision of leisure activities
- 3. Food and nutrition** – Unappetising Meals
- 4. Workforce** – Staff must provide care simultaneously across acute and residential care sections, limited allied health staff.

### NEXT STEPS?

Broader MPS Consultation and developing Principles of Care; enablers, resources and measures.