

Living Well in Multipurpose Services (MPS)



The Living Well in MPS Principles of Care have been developed to support staff in providing care for residents of MPS, not as patients in hospital, but as people living in their home.

Principles in Practice

	86% of residents feel that their culture and beliefs are respected	Respect for rights as an individual <ul style="list-style-type: none"> • Everyday opportunities for choice and decision-making • Acknowledge residents' histories and culture • Identify and encourage personal interests • Remember residents
	85% of residents report they know their MPS as their home	Informed and involved <ul style="list-style-type: none"> • Negotiate local pathways for referral and service delivery • Provide information and learn about residents • Greater role for shared decision-making • Advance care plan and communicate with families
	95% of residents and carers/families report staff understand their health and care needs	Comprehensive assessment and care planning <ul style="list-style-type: none"> • Engage residents in care planning • Team approach • Implement communication strategies/tools
	95% of residents report their families and friends are welcome at the MPS	Homelike environment <ul style="list-style-type: none"> • Promote decision-making and control • Modify physical layout of MPS facilities • Personalise private space and encourage family participation • Provide access to outdoors and include pets
	100% of residents report significant improvement to leisure opportunities	Recreation and leisure <ul style="list-style-type: none"> • Encourage personal interests and include pets • Engage the local community and involve volunteers • Access local transport and network services
	80% of residents, carers and families report significant improvements to meal choice	Positive dining experience <ul style="list-style-type: none"> • Create homelike dining environment • Mealtimes involve more than eating • Provide support at mealtimes and enable choice and control • Monitor for malnutrition and ensure food is appetising
	85% of residents feel they receive the healthcare they need	Multidisciplinary services <ul style="list-style-type: none"> • Negotiate local pathways for referral and service delivery • Access Chronic Disease Management items • Network services
	48% of MPS staff have formal aged care qualifications	Expertise in aged care <ul style="list-style-type: none"> • Recognise aged care as a specialty • Build capability • Link MPS sites for networking and education