WA Home Modifications and Assistive Technology Project

Building a consumer focussed platform

An ILCWA AND WA HACC Partnership
Scope of presentation

• Context of project
• What we know
• What consumers want
• Key project activities
• The building blocks
• Where to next
Project aim

To inform the further development of a sustainable service model that will enable WA HACC clients to access home modifications and assistive technology/equipment through the WA Assessment Framework. (WAAF)

- HM & AT model supported by best practice and clinical governance.
- Streamlined client pathways/reduce duplication of assessment.
- Well informed Regional Assessment Services.
- Consistent application and practices in the sector for HM & AT WA HACC referrals and service delivery.
- Capacity building/education for the sector and community.
- Strategies to support consumers to make informed choices.
- Strategies for regional areas – use of technology.
What’s informing the work?

System

- Increase in referrals for HM & AT. (Wellness 2006 and WAAF 2011)
- Home modifications/equipment undervalued in terms of contribution to care provision.
- 48% falls - WA HACC clients.
- RAS gateway to HM & AT for HACC clients.
  - Irregularities in choice of referral pathways, system bottlenecks, choices, assessor knowledge, attitudes.
- AT/HM pathways – fragmented, convoluted, siloed.
- Home Support providers – limited knowledge of HM & AT.
- Federal aged care reforms emphasise reablement/HM & AT more effective if interfaced.
- Commenced as a project in 2014 focused on improving service delivery for WA HACC clients.
- Best Practice sustainable model reflective of changing aged care environment/consumer directed.
What do we know - consumers?

- Older people wish to remain in their own homes.
- Around (50%) of difficulties with daily activities can be overcome by modification.
- 79% self purchase equipment, 11% government. (WA)*
- 50% can afford to do own modifications, 10% said they could not. 34% already made modifications, 40% likely to do future mods.*
- Often have difficulty identifying a need and are not aware of the options, choices or pathways.*

*AIHW 2014
*AHURI 2010
*Layton et al 2013, CoModal 2014
## Consumer decision making

### Table 3 - Making Decisions about using Equipment

<table>
<thead>
<tr>
<th>Features</th>
<th>Considerations</th>
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<tbody>
<tr>
<td>Recognising that there is a problem</td>
<td>Changes can be insidious</td>
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<td></td>
<td>Not just accepting changes/impairments as an inevitable part of old age</td>
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<td>Knowing that something could be done about it</td>
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<tr>
<td>Understanding what the problem is</td>
<td>Whether there is an underlying cause</td>
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<td>Knowing whether it is likely to improve or whether it is likely to get worse</td>
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<td>Knowing where to go for help</td>
<td>Being aware of sources of support and advice</td>
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<td>Being able to access information and advice</td>
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<tr>
<td>Knowing what would help</td>
<td>Knowing what equipment is available</td>
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<td>Knowing about alternatives to equipment – different ways of managing</td>
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<td></td>
<td>Knowing how to get equipment</td>
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<td>Having the resources to get what is needed</td>
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Ref: A competence framework for trusted assessor UK 2005
Pathways to Non Complex AT/HM WA HACC Project

109 pathways - what a person gets depends on:
• funding criteria.
• perceived complexity & risk of the AT/HM.
• availability of practitioners.
• resourcefulness of the HACC client.
• upskilling of clients.
• ‘soft technology’ skills of generic providers.

Layton et al 2014
Assessment - Consumer perspective

**Person:** Guided by what I feel affects my life

**Activity:** Appreciates the tasks/activities I want to be able to do in the future

**Task:** I am given suitable solutions or information on appropriate pathways. Including choices to self manage

**Environment:** Understands the Environment and how HM and AT can help

Ref: A competence framework for trusted assessor UK 2005
How do consumers wish to be supported?

- Single accessible point of access and contact. (HM & AT)
- Transparent and independent advise – informing choice.
- Assessment that considers options and lifestyle. (PEF)
- Outcome = improved independence and QOL.
- Speed of access/waitlists.
- Retail/mainstreaming.
- Ease of self purchase. (Non complex equipment)
- Supported through process/follow up and education.
Y + X =

Best Practice + consumer needs and desires + consumer driven landscape =

An accessible platform that supports/guides consumers to make informed choices/decisions/purchases (regardless of funding source ie self/government.)
Consumer focussed Platform

• Bringing the pieces together to work for the consumer as the aged care landscape changes.

• Portal – ILCWA.

• Underpinned by philosophy of practice/common understanding.

• Reflective of BP.
Key activities 2015-16

- Data collation/understanding pathways/interfaces.
  - consistencies/inconsistencies, delays, duplication
- Reablement interface.*
- RAS development.*
- Best Practice Scoping Review.
- HM & AT provider development.*
- Consumer platform/website.*
- HACC sector education.

Ref: Goldsworthy 2014
Reablemement interface

**RAS**
Identifies need, details in plan, discusses options, refers to HM provider. Considers other options such as physio. Liaises about goals and outcomes related to other support. Reviews Home Support post installation.

**HM & AT Provider**
Fast tracked to support reablemement. Determines need. Works with consumer on agreed goals. Reviews impact post service, liaises with RAS.

**Home Support Provider**
Understand clients goals, provides support using mods/AT. Advises RAS if diffs not resolved.

**Consumer**
Works with assessor to determine need and potential outcomes from AT/HMods provision. Uses as recommended. Aware home support may change once HM/AT provided.

- **Recognising abilities, skills and strengths**
- **Ability to manage day to day activities and stay engaged in the community.** The transfer of new strategies or tools to other tasks.
- **Increased confidence and self-esteem.**
- **Feelings better not having to rely on husband.**
- **Maintenance or increase in physical health and mental wellbeing.**
- **Increases in strength, now feels able go to the gym while husband is at work.**
- **Encouragement to complete the tasks they are able to do with support from HM or equipment to increase safety and participation in the task.**
- **Increased ability to use the toilet independently.** On occasions, calling husband to assist with getting on/off toilet/chairs.
The Building Blocks - RAS Development

• Assessor survey.
• Retrospective review WAAF/data collection.
• Development resources - referral & practice guide.
• Professional development workshops.
• HM & AT enquiry line exclusive to RAS.
• Case stories/problem solving.
The building blocks - HM & AT provider development

- Gap analysis – BP.
- Alignment with WAAF/RAS and Reablement interface.
- Process and client journey review.
- Assessment documentation.
- Professional development opportunities.
- Tool kit - templates, decision making protocols, guidelines.

HM & AT Provider Support
- Guided by best practice
- Supported by resources/tools
- Competency framework
- Access to professional development
The building blocks - Consumer capacity

**Tool kit**
- ILCWA portal/hub/website.
- Consumer language.
- Guided questions/Ask Sara.
- Awareness raising workshops.
- COTA partnership.
- Competency framework – client expectations.

**Consumer support**
- User involvement framework
- Building knowledge
- Resources, workshops, guided self-assessment
- Easy access to non-complex equipment – retail model
The real value argument

- Home modifications change everything. If I did not have all my things adapted, I could not do anything and would need daily help.
- The rails have prevented me from hurting myself. I used to fall a lot.
- I think now that the bathroom mods have been done, I can look after my husband a bit longer.
- After the adaptations, Oh my god it was wonderful. I could go up and down stairs.
- It was just the independence – keeping your independence. Not always asking other people and being dependent on them.

Heywood, F 2001
Consumer focused platform - in summary

- Supports environment of individualised packages and self funders.
- Improving access to AT and Hmods.
- Consumer outcomes at centre.
- Joined up approach – key players, capacity building.
- Underpinned by best practice in HM/AT service delivery and reablement.
Questions?

“If a medicine was discovered with a similar cost-profile (to equipment), it would be hailed as the wonder drug of the age.”

“Home modifications provide me freedom. Not needing someone to open or close the door for me provides me the possibility of doing what I want, when I want most of the time.”
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www.ilc.com.au
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