

**MINUTES OF THE
DISABILITY SUPPORT ADVISORY COMMITTEE MEETING
OF THE
WAIRARAPA DISTRICT HEALTH BOARD
HELD ON TUESDAY 12 MAY 2009 AT 1PM
IN THE BOARDROOM, WAIRARAPA DISTRICT HEALTH BOARD
BLAIR STREET, MASTERTON**

Present:

Janine Vollebregt (Chairperson), Yvette Grace, Liz Falkner, Lyn Olds, Viv Napier

In Attendance:

Joanne Edwards (Portfolio Manager), Simon Everitt, Fred Wheeler, Joy Cooper (Director Planning and Funding), Tracey Adamson (Chief Executive) and Gillian Malton (Minute taker)

1. Apologies

Fiona Samuel and Trish Taylor.

2. Conflicts of Interest

Nil

3. Minutes of last meeting held 10 March 2009

Resolved:

THAT WITH MINOR AMMENDMENTS THE MINUTES OF THE MEETING HELD ON 10 MARCH 2009 BE ACCEPTED AS A TRUE AND CORRECT RECORD.

Matters Arising:

- The draft DSAC Work plan has been altered and will be emailed to members.
- Members agreed that it would be useful to invite Focus to the next meeting to present a summary of the stakeholders meetings, stats and waiting times.

4. Chairperson's Report

The Chairperson welcomed Tracey Adamson to the meeting.

5. Single Point of Entry

Joanne Edwards spoke to this report which described how the Wairarapa DHB has implemented its single point of entry for Community Nursing and Support Services and identifies future developments.

- The Single Point of Entry Service is a unique setup and is recognised across the country as having the potential to streamline the referral process.
- Social work has recently been included in the triage team.
- Since September, FOCUS referrals have increased by nearly five-fold for all referrals received, but with referrals for long term disability services remaining much the same.
- Currently the IT system does not have the capacity to capture all relevant data. It poses problems in sharing information and results in some duplication of data in non aligned

systems. Tracey Adamson stated that IT support is extremely important and is high on the priority list.

- Currently 19% of referrals do not have ethnicity recorded. Work is currently underway with the Maori Health Directorate to develop a plan to address this.

Janine queried the complaints process and was assured that there is a safe and robust appeal and complaint process in place.

Resolved:

THAT THE DISABILITY SUPPORT ADVISORY COMMITTEE:

1. **NOTE** THE ESTABLISHMENT OF A SINGLE POINT OF ENTRY FOR COMMUNITY HEALTH AND SUPPORT SERVICES
2. **NOTE** THAT FURTHER DEVELOPMENT NEEDS TO INCLUDE:
 - a. IT SYSTEM DEVELOPMENT TO ACCOMMODATE THE NEEDS OF THIS SERVICE
 - b. EXTENDING THE REFERRAL FORM INTO THE MED TECH SYSTEM USED BY GPS
 - c. CO-LOCATION OF COMMUNITY NURSING AND FOCUS SERVICES
 - d. INCREASED RECORDING OF ETHNICITY STATUS BY ACUTE SERVICES
 - e. COMMUNITY PROMOTION AND EDUCATION TO ASSIST PEOPLE TO ACCESS SERVICES ESPECIALLY THOSE WHO ARE NOT PRESENTING AT THEIR GPS (E.G. MAORI).

6 Wairarapa Stroke Services - Update

Fred Wheeler spoke to this report which informed members of the innovations, challenges and potential solutions to the ongoing development of a stroke service based on the National Stroke Guidelines.

- AT&R have linked with the Australasian Rehabilitation Outcomes Centre project (AROC). Tracey commented that AROC is a good way to link clinical placements with operational management and is used extensively in New South Wales.
- A staff member has now trained to become a trainer. The invitation for training is to be extended to rest homes free of charge.
- One of the Stroke Field Officer's has resigned.

Resolved:

THAT THE DISABILITY SUPPORT ADVISORY COMMITTEE:

1. **NOTE** THE REHABILITATION PLAN TO ENSURE ONGOING DEVELOPMENT TOWARDS MEETING THE NATIONAL STROKE GUIDELINES.

7 Interim Funding Pool (IFP) - Update

Simon Everitt summarised this report which informed the Committee on the current status of the IFP project and provided the committee with the collective response from the Central Region DHBs on the recent IFP consultation document on Defining the Client Group.

- The Ministry put out a consultation document re the criteria for "devolution". Nationally the DHBs have rejected this document.
- No response has been received from the Ministry on the DHBs submissions.

- Planning and Funding will keep the Committee updated.

Resolved:

THAT THE DISABILITY SUPPORT ADVISORY COMMITTEE:

1. **NOTE** THAT CENTRAL REGION DHBS UNANIMOUSLY REJECTED THE PROPOSED IFP DEFINITIONS
2. **NOTE** THAT CENTRAL REGION DHBS RECOMMENDED TO THE MINISTRY OF HEALTH THAT A CLIENT DEFINITION FOR MOH-DSD / DHB SPLIT IS BEST EFFECTED THROUGH AN <65 / +65 SPLIT
3. **NOTE** THAT CENTRAL REGION DHBS RESPONSE TO THE IFP CONSULTATION DOCUMENT IS CONSISTENT WITH SOUTHERN, NORTHERN AND MIDLANDS DHBS (NATIONALLY CONSISTENT RESPONSE)
4. **NOTE** THAT NO RESPONSE HAS BEEN RECEIVED BY THE MINISTRY OF HEALTH ON DHBS SUBMISSIONS.

8. Health of Older People Progress report

Joanne Edwards spoke to this report which provided an update of the implementation of the Wairarapa Health of Older People (W.E.L.L plan). It has been used to inform the Ministry of Health in the DHB Quarter 3 report progress against this plan.

- This has given the DHB the opportunity to stand back and acknowledge just how many positive changes have been achieved against the Plan.
- The ratio of older people being supported at home has increased steadily. Currently, 37% of people who meet the criteria for residential care are being supported to live at home.

Resolved:

THAT THE DISABILITY SUPPORT ADVISORY COMMITTEE:

1. **NOTE** THAT SIGNIFICANT PROGRESS HAS BEEN MADE IN IMPLEMENTING THIS PLAN
2. **NOTE** THAT FURTHER DEVELOPMENTS INCLUDE:
 - a. IMPROVED ACCESS AND CONTINUUM OF CARE FOR MAORI, PEOPLE WITH DEMENTIA AND PSYCHOGERIATRIC SUPPORT NEEDS AND LONG TERM HEALTH CONDITIONS
 - b. PROMOTION OF HEALTHIER LIFESTYLES
 - c. FURTHER DEVELOPMENT OF FLEXIBLE, GOAL FOCUSED MODELS OF CARE
 - d. IMPROVED QUALITY AND SAFETY OF SERVICES.

9. Wairarapa Home Based Support Services Review – Update

Joanne Edwards spoke to this report which informed the Committee about the status of the Home Based Support Service review and service development opportunities. It is proposed that Wairarapa DHB aligns with national development for care and support in the community as part of further developing home based support services in Wairarapa.

- Both providers are national agencies and recently participated in a DHB review led by TAS. Areas needing improvement were noted as; Workforce Training, supervision of support workers, Care plans & service delivery and reporting of events.
- There was discussion about the complaints process for when a worker does not turn up, is late or doesn't complete task to the client's satisfaction. It was agreed that this needs

addressing as clients may not feel comfortable complaining. An 0800 number that dealt with lower level complaints was suggested.

Resolved:

THAT THE DISABILITY SUPPORT ADVISORY COMMITTEE:

1. **NOTE** THAT CURRENT PROVIDERS HAVE PREVIOUSLY BEEN AUDITED AGAINST THEIR CONTRACT WITH THE DHB AND RECENTLY REVIEWED WITH REGARD TO THEIR LOCAL OPERATIONS
2. **NOTE** THAT AREAS WHICH HAVE BEEN IDENTIFIED AS NEEDING IMPROVEMENT ARE:
 - a. WORKFORCE TRAINING
 - b. SUPERVISION OF SUPPORT WORKERS
 - c. REPORTING OF EVENTS WHERE A WORKER DOES NOT TURN UP, IS LATE OR DOESN'T COMPLETE TASKS TO THE CLIENT'S SATISFACTION
 - d. CARE PLANS AND SERVICE DELIVERY
3. **NOTE** THAT ACC, THE MINISTRY AND DHBS ARE PARTICIPATING IN DEVELOPING A COLLABORATIVE APPROACH FOR PURCHASING CARE AND SUPPORT IN THE COMMUNITY
4. **NOTE** THE INTENTION TO REVIEW THE CONFIGURATION OF HOME BASED SUPPORT SERVICES IN THE WAIRARAPA.

10. General Business

It has been suggested that DSAC merge with CPHAC. The Chair will contact other DSAC chairs who have merged and see if there have been any issues.

Liz Falkner commented that DSAC should extend their brief to include Mental Health and thinks that DSAC should be two monthly rather than three monthly.

The meeting closed at 2.20pm

Signed: _____
Janine Vollebregt, Chairperson