

Bite Sized Professional Development

## Stepping back from stepping in

Session title

# Support Planning and Delivering Reablement – Part 1

## Facilitators Guide

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## **Support Planning and Delivering Reablement – Part 1**

### **Facilitators Guide**

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#### **Acknowledgements**

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Session title  
**Support Planning and  
Delivering Reablement – Part 1**

## **Training Overview**

This bite sized session is the third in a series of professional development sessions developed to assist organisations working in the aged care sector to enhance the knowledge and skills of staff when working with clients to achieve their goals. The approach known as Wellness and Reablement aims to build on people's strengths and promotes independence and autonomy.

### **Structure**

The bite size sessions have been designed to present face to face in team meetings and/or dedicated professional development workshops.

### **Target Audience**

Staff of aged care organisations working with clients in their home and community.

### **Purpose**

There have been many changes over recent years within the sector, a significant one for all staff has been the philosophical cultural shift in how we support older people who are experiencing difficulties with everyday activities. Instead of the traditional hands-on approach of stepping in and doing things for people, support organisation and staff are now expected to assist people to explore ways to maximise their independence and empower people to have a sense of choice and control. The Wellness and Reablement approach has been shown to have positive outcomes for older people as it acknowledges and builds on their abilities and skills, so they remain more independent, with an improved wellbeing, within the community they wish to live.

Good practice support planning is seen as a fundamental element of successful reablement; therefore, to apply the amount of time required for this topic it will be presented in two parts.

**Support Planning while Delivering Reablement – Part 1:** aims to raise awareness of the importance and elements of good practice support planning while working with clients to achieve their goals. Through reflection of current practices and identification of improvement activities, participants will develop a plan to incorporate good practice support planning into their role and/or the organisation in which they work.

**Support Planning while Delivering Reablement – Part 2:** aims to provide a summary of Part 1 – Support Planning while Delivering Reablement and an opportunity for staff who are responsible to develop support plans, to apply good practice elements and practice developing support plans based on case scenarios.

Session title  
**Support Planning and  
 Delivering Reablement – Part 1**

## Training Overview – cont.

### Participants of Session 3 – Part 1 will:

- Enhance their understanding of the importance of good practice support planning while delivering Reablement
- Increase their knowledge of the essential elements of good practice support planning
- Understand the role they play in good practice support planning
- Develop a short plan of how to include good practice support planning in their role

### Resources

- Facilitator's Guide (*this document*)
- PowerPoint Presentation
- Planning Template
- Evaluation Questionnaire
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### Optional Resources

- Use our 'How to Write Support Plans' guide on the KeepAble web hub go to: [keepable.com.au/for-homecare-providers/plans-guides-and-roadmaps/guide-to-writing-support-plans/](http://keepable.com.au/for-homecare-providers/plans-guides-and-roadmaps/guide-to-writing-support-plans/) and download the PDF or review online as an eBook.



**Support Planning and  
Delivering Reablement – Part 1**

**Lesson Plan**

Time	Content	Resource
2 minutes	Welcome (introductions if required) Session objectives	PPP (slide 2)
5 minutes	Why is good practice support planning important?	PPP (slide 3)
5 minutes	Activity – What role do you currently play in developing or delivering a support plan?	PPP (slide 4) Small group discussion - feedback to group
5 minutes	Essential elements of good practice support planning	PPP (slide 5)
10 Minutes	Activity – What's Next?	PPP (slide 6)
5 minutes	Questions and feedback	PPP (slide 7) Evaluation questionnaire

### **Slide 1 – Welcome and Introduction**



#### **Acknowledgement of Country**

We pay our respect to Aboriginal and Torres Strait Islander cultures, to Elders past, present and emerging, and to all Aboriginal and Torres Strait Islander peoples including members of the Stolen Generation.

#### **Welcome**

Introductions (if required)

#### **About the session**

This bite sized session is the third in a series of professional development sessions developed to assist organisations working in the aged care sector to enhance the knowledge and skills of staff when working with clients to achieve their goals.

Good practice support planning is seen as a fundamental element of successful reablement; therefore, to apply the amount of time required for this topic it will be presented in two parts.

Support Planning and Delivering Reablement – Part 1 (this session): aims to raise awareness of the importance and elements of good practice support planning while working with clients to achieve their goals. Through reflection of current practices and identification of improvement activities, participants will develop a plan to incorporate good practice support planning into their role and/or the organisation in which they work.

Support Planning and Delivering Reablement – Part 2 – aims to provide a summary of Part 1 and provides an opportunity to put the learning into practice.

### **Slide 2 – Session Objectives**

#### **Session objectives**

##### **Participants this session will:**

- Enhance their understanding of the importance of good practice support planning while delivering Reablement
- Increase their knowledge of the essential elements of good practice support planning
- Understand the role they play in good practice support planning
- Develop a plan of how to increase elements of good practice support planning into their roles

#### **Participants of Session 3 – Part 1 will:**

- Enhance their understanding of the importance of good practice support planning while delivering Reablement  
*Review why good practice support planning is important when delivering Reablement with clients who are working to achieve their goals.*
- Increase their knowledge of the essential elements of good practice support planning  
*Identify and discuss the essential elements of good practice support planning*
- Understand the role they play in good practice support planning  
*Gain a greater understanding of the role currently played and how essential elements could be incorporated into their role when developing or delivering good practice support planning*
- Develop a plan of how to increase elements of good practice support planning into their role  
*Apply the learning through developing a plan to improve current support planning practice within the role of the participant*

## **Support Planning and Delivering Reablement – Part 1**

### **Slide 3 – Why is good practice support planning important?**



#### **Why is good practice support planning important?**

- Provides guidance for client, carers and staff
- Builds on information collected at assessment
- Ensures that we get to the heart of what really matters to people, and informs the best possible solution
- Communication tool for all involved with supporting client to achieve their goal

#### **Good Practice Support Planning**

Within the aged care sector, the process of support or care planning is common practice, for service providers, each organisation has adopted their own objectives, processes, and templates but for My Aged Care Assessors they are required to complete a My Aged Care (MAC), National Screening and Assessment Form (NSAF) and support plan as part of the assessment process, the elements of good practice support planning can be applied with both of these different planning processes.

The support or care plans developed and delivered by service providers should build on the information contained in the MAC plan and provide greater detail for the client, families and support workers regarding how and who will support the client to achieve their goals.

In this session we are going to identify why and what the essential qualities of good practice support planning are, when delivering reablement and supporting a client to achieve their goals.

#### **Why is good practice support planning important?**

##### **Provides guidance for client, carers and staff**

A comprehensive and complete support plan will assist in guiding the client, their families and staff with the information that was identified and discussed with the client at the time of assessment and service provider planning visits. Good practice support plans will provide an understanding of what the client hopes to achieve, and the steps agreed to get there.

##### **Builds on information collected at assessment**

The support plan written by the assessor will identify the client's strengths, concern/s, goal/s and suggested strategies to assist the client to work towards achieving their goal/s. This information needs to align with the discussion the assessor had with the client and observations identified at the time of assessment; then recorded within the NSAF.

## **Support Planning and Delivering Reablement – Part 1**

### **Slide 3 – Why is good practice support planning important?*cont.***

For service providers when developing support plans which guide staff and clients, they will build on the information within the NSAF and support plan by breaking down the broader goals into achievable steps and strategies which will assist the client to work toward their goal/s.

#### **Communication tool for all involved when supporting clients to achieve their goal**

A good practice support plan assists to provide a shared understanding to all involved about:

- what is important to the client and what they wish to achieve
- how this will happen
- the roles and responsibilities each person plays
- progress and review of the client in achieving their goals
- record of changes that may need to happen.

There is more potential for the client to feel supported, motivated and be successful in achieving their goals if everyone involved understands why and what is happening while a client is working towards maintaining or regaining independence within their daily activities.

## **Support Planning and Delivering Reablement – Part 1**

### **Slide 4 – What role do you play?**

### What role do you play?

**In pairs**

Discuss what your current responsibility regarding developing or delivering support plans.

On the template provided, note down your answers.

Feedback to the group.



### **Activity – What role do you play?**

#### **Instructions**

This activity can be conducted either in pairs or on their own.  
Provide each participant with a copy of blank planning template.

#### **Discussion – for 3 minutes**

- In pairs discuss what is your current responsibility regarding developing or delivering support plans.
- Note down your answers on the planning template provided.
- Ensure all participants complete a template as these will be required for the second activity.

#### **Feedback to group – for 2 minutes**

#### **Potential responses – from My Aged Care Assessors**

- Identify client concerns
- Identify client goals
- Identify client abilities/strengths
- Current barriers to achieving goals
- Discuss strategies
- Complete support plan on My Aged Care assessor portal
- Facilitate referrals to appropriate service providers

## **Support Planning and Delivering Reablement – Part 1**

### **Slide 4 – What role do you play? *cont.***

#### **Potential responses – from Coordinators**

- Discuss client's assessment outcomes and My Aged Care support plan.
- Confirm with client the goal/s are correctly identified, if not discuss and reset.
- Confirm with client they agree with strategies identified.
- Identify clients' abilities and difficulties relating to relevant activities .
- Break goals down into doable steps with time frames for achieving.
- Identify who is carrying out each of the steps.
- Following up with clients and staff in regard to what is and isn't working.

#### **Potential responses – from Support Workers**

- Read the support plan developed by the co-ordinator.
- Gain an understanding of what the client is wanting to achieve.
- Ensure the client has been provided with a copy of their support plan.
- Check in with the client that they are aware of the steps and who is completing each one.
- After first visit report any changes required or feedback to co-ordinator.
- Encourage client with all tasks they are attempting to complete.
- Feedback any progress or set backs and need for the support plan to be reviewed.

## **Support Planning and Delivering Reablement – Part 1**

### **Slide 5 – Essential elements of good practice support planning**

#### **Essential elements of good practice support planning**

- Involve the client and carer every step of the way
- Understanding what the client wants to achieve
- Identifies client strengths and abilities and the difficulties they are experiencing with tasks
- Breaks down goals into smaller steps and tasks
- Identify who is responsible for each task
- Seeks solutions and supports positive risk taking
- Communicate plan to all involved
- Regularly review support plan and update
- Reassess strategies if the client has a setback

#### **Involve the client and carer every step of the way**

Involvement of the client and their carer when developing and reviewing a support plan is an essential step to ensuring the document genuinely reflects the client goals, abilities, difficulties and agreed strategies. There is more likelihood of success for the client to increase or maintain their independence with activities when every opportunity is taken to consult with them and ensure there is an understanding and agreement with the plan.

#### **Understanding of what the client wants and is motivated to achieve**

Gaining an understanding of what the client wants to achieve by undertaking a period of reablement and why it is essential to set the purpose of the plan, if this is communicated clearly it will assist all involved to work together with a shared goal.

#### **Identifies client strengths and abilities and difficulties they are experiencing**

Recognising a clients' current abilities to complete activities and understanding where they are having difficulties will assist support to be targeted appropriately and increase opportunities for a client to continue to use and build on their current skills. Acknowledging difficulties and barriers to completing activities is an important part of reablement.

#### **Breaks down goals into smaller steps and tasks**

Stepping out goals into smaller achievable steps, provides a pathway for all on how the client intends to achieve their goal/s. It will lessen any feelings of being overwhelmed by the end goal by providing opportunities to acknowledge incremental progress and offers greater clarity of when to review the plan i.e. at each step.

## **Support Planning and Delivering Reablement – Part 1**

### **Slide 5 – Essential elements of good practice support planning *cont.***

#### **Identifies who is responsible for each task**

When all involved have a shared understanding of what the client is trying to achieve and the role each play, support staff and carers are guided to assist only where needed and the client is given opportunities to increase their skills through continuing to complete the tasks, they are able to do or work together completing tasks where they are having difficulties. It also contributes to increased role clarity and boundaries for staff to and a greater understanding for the carer and family about who is responsible for what tasks. Where there is a need for other assessments or strategies to be implemented prior to commencement of support services, the plan can communicate this to all involved in supporting the client to achieve their goals.

#### **Seeks solutions and supports positive risk taking**

Central to the success of a client to regain or maintain their abilities is having choice and control when planning and implementing support to achieve their goal/s. When developing support plans is the time to identify any risks or barriers with the client and work together to find solutions how they could be lessened. Positive risk taking can deliver many benefits including a feeling of self-worth and autonomy.

#### **Communicate plan to all involved**

It is important for all involved to be given an opportunity to read and understand the role they play when delivering a reablement support plan. If a good practice support plan is provided to all appropriate staff in a timely manner i.e.: prior to commencement of support, it will provide staff with information about the support they are to provide and an opportunity to clarify any queries. It is also good practice for support staff to discuss the plan with the client prior to commencing, so all involved are clear what role they will play.

#### **Regularly review support plan and update**

Regular check in with clients and staff will assist with understanding if the plan is still appropriate and any timelines in place are realistic. Any progress the client makes needs to be celebrated and documented and the plan updated accordingly.

#### **Reassess strategies if the client has a setback**

When working with clients to achieve their goal/s the pathway is not always a smooth one, clients can experience setbacks to do with their physical or mental health which can impact their abilities to complete activities in the current plan. Therefore, it is important to work through any challenges with the client and adjust the strategies and /or timelines in the plan. Importantly these updates need to be shared with everyone involved.

## **Support Planning and Delivering Reablement – Part 1**

### **Slide 6 – What's Next?**



### What's next?

**Small group activity**

1. Review the information noted on the planning template in the first activity and identify between the 'elements of good practice support planning' and your current role in developing and delivering support plans
2. Note these on a planning template
3. On the template provided:
  - a) set goals to overcome gaps
  - b) break down the goals into smaller steps
  - c) against each step identify who or what resource will assist you with closing the gap
  - d) try to indicate a time to have each step completed

Use this plan to increase your skill in developing or delivering good practice support plans

### **What's next?**

#### **Small group activity:**

1. Review the information noted on your planning template in the first activity and identify gaps between the 'elements of good practice support planning' and your current role in developing and delivering support plans.

Note these on planning template.

#### 2. On the template provided:

- set goals to overcome the gaps.
- break down the goals into smaller steps.
- against each step identify what strategy and where appropriate who will assist you with closing the gap.
- try to indicate a time to have each step completed.

*See examples on following pages.*

## **Support Planning and Delivering Reablement – Part 1**

### **Slide 6 – What’s Next? *cont.***

#### Planning Template – Example only

##### **The role I currently play in developing or delivering a support plan**

###### **My Aged Care Assessor**

With the client I identify their concerns and the goals they wish to achieve relating to the tasks where they are having difficulties.

Make recommendations and refer to appropriate services.

###### **Co-ordinator**

Meet with the client to discuss what day and time they want their service/s and identify a task list of what tasks the support staff will complete when they are in the client’s home.

###### **Support Worker**

I read the support plan to see what my responsibilities are and feedback when I think I need more time to complete the tasks. If a client is unwell, I let the office know.

##### **Gaps identified between current role and good practice support planning**

###### **My Aged Care Assessor**

Need to identify the client’s abilities to complete parts of the task/s where they are having difficulties.

Ensure the activity the client wants to become more independent with is explained in the Assessment summary as well as in the support plan.

Describe the goal more clearly to ensure the service provider understands what the client is trying to achieve.

###### **Co-ordinator**

Confirm with client what they want to achieve (goal) break down the goal/s into smaller steps.

Identify who will complete each step, discuss with client any concerns they have about the steps they will complete.

###### **Support Worker**

Read through plan with client confirming what the client wants to achieve, what role I will play to support the client and what the client will do. Discuss with co-ordinator the use of simple aids when appropriate and ensure I am confident to assist the client in their use as required. Feedback to the co-ordinator any progress or setbacks experienced while supporting the client.

## **Support Planning and Delivering Reablement – Part 1**

### **Slide 6 – What's Next? cont.**

#### **Goal and steps**

##### **My Aged Care Assessor – Goal**

Over the next 3 months I will increase my skills in writing a good practice support plans by providing clearer goal/s and information relating to the clients' abilities and difficulties around tasks.

- Seek opportunities with team members to share good practice support planning examples.
- Participate in bite size session – Support planning and delivering reablement Part 2.
- Reading through your assessments and support plans to ensure good practice elements when delivering reablement are included.
- Request feedback from line manager on your assessments and support plans to identify any suggestions where improvement could be made or confirm you have incorporated all elements of good practice support planning.

##### **Co-ordinator – Goal**

Over the 3 months I will increase my skills in writing good practice support plans through discussion with clients, breaking down goals into steps and identifying who will complete each of the steps.

- Read through the My Aged Care NSAF and support plan, confirm with client that they agree with goals and strategies.
- Break down goals into smaller steps, identifying who will complete each step .
- Ensure client, carer and support staff have viewed the support plan.
- Participate in bite size session- Support planning and delivering reablement Part 2.
- Seek out information on Keep Able – Refer to Support planning eBook on [www.Keepable.com.au](http://www.Keepable.com.au)
- Seek out information on Department of Health website- Refer to DoH Wellness and Reablement Resources <https://www.health.gov.au/resources/collections/wellness-and-reablement-resources>

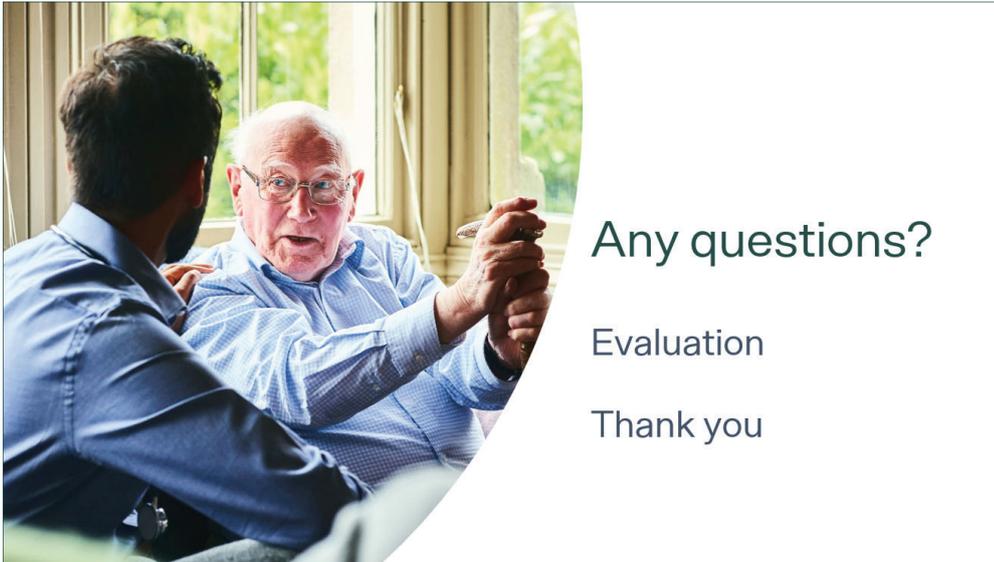
##### **Support Worker – Goal**

Over the next 2 weeks I will increase my skill in delivering a good practice support plan through understanding what the client is trying to achieve and enhancing my knowledge in the use of simple aids to support a client to increase their independence.

- Take the time to read through the client's support plan and discuss the goal/s with the client. Ensure I understand what the client is trying to achieve through accessing support.
- Confirm with the client the steps and whose role it is to complete each of the steps.
- Make sure the client is aware that if something is not working, we can discuss with co-ordinator and myself to problem solve a solution.
- Seek out information on KeepAble related to Assistive Technology (AT) [www.KeepAble.com.au](http://www.KeepAble.com.au) – Support workers guide to equipment (AT) <https://keepable.com.au/for-client-and-community/popular-resources-for-individuals/support-workers-guide-to-equipment-assistive-technology/>
- Discuss any concerns with colleagues and co-ordinator.

## **Support Planning and Delivering Reablement – Part 1**

### **Slide 7 – Questions, Evaluation and Thank you**



Time permitting answer questions raised or where time does not permit reassure the participants that the questions will be answered and forwarded to them via an appropriate Organisation communication channel.

#### **Feedback Questionnaire**

Request that each participant completes a questionnaire, these can be collated and recorded as one to inform your organisational Training records. They may assist you to identify individuals who require additional professional development to apply the wellness and reablement knowledge and skills when working with people to achieve their goals.

Thank the participants for their input and making the session a good learning experience.