

# Supporting wellness

## How do service providers support wellness?

Support at Home programs support older people and younger people with disabilities to live as independently as possible at home and in the community. Services work with individuals and carers to find out what is important to them and then develop an individualised plan to work together to support clients' choices and goals.



## Supporting good health and independence

Wellbeing at any age is best supported by a combination of:

- > good physical health
- > good mental health
- > healthy, supportive social networks.

Our organisation promotes good health to the people we work with by:

- > Supporting them to be as physically active as they can.

- > Supporting them to be as mentally active and involved as they can.
- > Supporting them to be as socially involved and active as they can.
- > Supporting their choices to maintain their spiritual wellbeing.

In practical terms, this means for example:

- > We won't step in to do something for someone if they can do it themselves.
- > We allow people to complete tasks in their own time.

We say it's about 'doing with' people, not 'doing for' them.

## Developing a plan

When a new client starts with our organisation, we work through some very important steps. We find out what is important to the person and how we can best support them to live independently at home:

- > An assessor meets with the person to find out their capabilities and strengths and what they would like to do - or to be able to do. The assessor encourages them to talk about what is important to them. This allows us to help the person set goals to work towards.
- > We talk to the people who are important to the new client - family, carers and others.
- > We encourage people to set goals that will assist them to be as independent as possible.
- > We check with the person to make sure we have documented their goals correctly and to ensure that they are actively involved in deciding about their care.
- > We put all this information in the client's 'plan'. The client's plan gives everyone – staff, volunteers, our organisation – direction for how we will work with the client to assist them to achieve their goals.

<sup>1</sup>Hastrich, Roger (2016) The Support Loop, Managing support plans, client goals and feedback from Community Support Workers to ensure reliable, client focussed care. Hume Whittlesea Primary Care Partnership Broadmeadows Australia.

## Working together

When we work with our clients, we are working in partnership with the client and:

- > the people who are important to them
- > other health or community services working with the person, such as a general practitioner or a Community Health Centre.

Staff and volunteers are a vital part of our partnership with clients. We build relationships with our clients and get to know them over time. We take our lead from each person – some people are chatty, others may take longer to get to know.

Throughout this relationship, staff record changes or developments on the client's plan. Clients' goals can change – they may achieve goals and want to move on to a new challenge or they could have a setback. Sometimes people may have a bad day and need a break from their program or activities. It is important that we document any changes in the client's plan so that we keep an accurate record of their health and wellbeing.

### For further discussion

- > Would you like to see an example plan (anonymous of course)?
- > What are some goals you have to support your own health and wellbeing?
- > How do you see volunteering fitting into your goals for health and wellbeing?
- > [The Support Loop Resource](#)<sup>1</sup> is a useful resource about how organisations monitor and update care plans based on client feedback.