

Care Planning and Goal Setting

NORMA'S STORY

Norma is 83 years old and now lives alone in the house she and her husband built together 48 years ago in South Australia. She has recently been assigned a Level 2 Home Care Package. Norma has worsening vision impairment, and is finding it more difficult to do some things for herself. She thinks being forgetful is just part of getting old, and doesn't want to be overly reliant on her 2 daughters who want to help, but have busy lives.

Norma's Care Manager, Sarah, asked Norma what's going well for her right now and what's not working so well. Norma is worried she might fall in the shower, and not 100% sure she remembers to take all her tablets every day. She sometimes feels her world is closing in on her as her vision progressively fades.

Norma, Sarah and her daughters have looked at what care and support Norma feels she really needs to keep her living her happy life in her own home, and focused on finding the most cost-effective ways to meeting Norma's priorities for care. They started the conversation from scratch and didn't just carry over the services she had been receiving from HACC services (CHSP) all these years. It was time for Norma to re-think what was really important and necessary for her to stay happy and safe at home nowadays.

*Based on the responses Norma gave in her Assessment, she and Sarah could narrow down the things that really matter to her. Once Norma's immediate needs were identified and set out in her Care and Spending Plan, the two of them could now focus on what made Norma the unique person she is today. This is where the **creative goal setting** really comes into it.*

Some well targeted questions from Sarah really helped Norma to work out what she wanted to achieve in her life for the next 6 months. Questions such as:

"What do you really enjoy doing now (or in the past)? What do you miss?"

What's stopping you from doing that these days?"

What is important to you about your future? Which things do you mostly need help with? Which things can you continue to do for yourself??"

WHAT IS A CARE PLAN?

A key feature of having a Home Care Package is that you will have a Care Manager who gets to know you and understands how to best use your care package and other community resources to best meet your care and support needs. A care plan is a document that you and your Care Manager work on together which outlines your care needs, the types of services you will receive to meet those needs, who will provide the services and when.

Why are care plans done?

- To create a plan for how you and your Provider will work together to meet your needs
- To work out how you will use the Case Management services offered by your Provider
- To decide how you will allocate your home care package funds
- To discuss alternative funding sources wherever possible, not just using the package funds to pay for everything
- To empower and motivate you to get involved in making decisions about your care
- To make sure all the relevant people are working towards the same goals and outcomes as you

What should you expect?

- Flexibility in the way the package is spent to meet your needs. For example: not just buying hours of care
- A care plan framework that matches your needs (from your assessment) with the activities set out in the care plan
- To investigate and utilise other **community resources** and **funding sources** to help to meet your needs ie. Volunteers, social and community-based activities
- To agree who will provide the care and services, and when they will be provided
- To know how much each activity will cost, and alternatives offered if there are other ways or cheaper ways to meet the need
- For your health and wellbeing to be a priority in your care plan
- For a date to be set to review your care plan

When should you speak up?

- When your **goals** and **care plan** actions/activities are not linked
- If you feel that your care plan is taking away some of your independence and responsibility for things you can do for yourself
- When alternative funding sources and community resources are **not** being explored to help you meet your needs
- When your health and wellbeing is not a feature of your care plan and package spending
- When your Care Plan leaves substantial amounts of your package budget unallocated

WHAT IS GOAL SETTING?

A goal can be a purpose, a plan, an activity or a focus that you have for yourself. Something you want to achieve that has value and importance to you. It can be hard to think about goals as you get older, so it helps to think back over your life and remember times when you were setting goals without even knowing that's what they were called.

Goal setting is the process of deciding what you want to accomplish and devising a plan to achieve the result you desire. Finding out what makes us tick as a human being, what makes us happy, what we strive to achieve or be part of....that is the key to real individualised goal setting.

Many people might say that their goal is **to remain living in their own home**. What you might actually find is that to remain living in your own home is actually the **outcome or result** of achieving other goals along the way.

What are goals?

- Goals are unique to every person
- Goals are a way of recording things that you want to do or achieve in your life
- Goals help you work out where you want to be in the future
- Goals step out what is required for you to achieve what you want or need
- Goals are clearly articulated in a way that is meaningful to you
- Goals are NOT just lists of services that will be provided under your Home Care Package

What should you expect?

- Your goals should focus on things that will improve or maintain your health and wellbeing
- To think about what is stopping you from achieving your goals at the moment
- To focus on your strengths and capabilities
- To feel empowered and supported to make informed choices and decisions about your care.
- To have clear timelines for reviewing progress

When should you speak up?

- When the goals are vague, irrelevant or don't reflect the things you want to achieve
- When the goals do not have your improved health and wellbeing as an outcome in some way
- When you have not been involved in setting goals for yourself

What was the outcome for Norma?

Norma and her daughters are very pleased that her new Care Plan is tailored to Norma's life and care situation. It reflects what is important to Norma and identifies the things she wants to continue to do for herself. By providing the right balance of informal and formal care services, Norma can focus on getting on with life as she has always done and her daughters feel secure in the knowledge that their mum is getting the support she needs.