
QUALITY – Standard 3 – Wellbeing Policy

- Purpose of Policy** To ensure that the wellbeing of every person Knoxbrooke supports is always:
- considered important
 - planned thoroughly and coordinated
 - in a safe and stimulating environment
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Definitions

Policy Knoxbrooke's services adopt a strengths based and early intervention approach to service delivery that enhances people's wellbeing.

Knoxbrooke ensures that people actively participate in an assessment of their strengths, risks, wants and needs.

All people that Knoxbrooke supports have a goal oriented plan documented and implemented. This plan includes strategies to achieve stated goals.

Knoxbrooke ensures that each person's assessments and plans are regularly reviewed, evaluated and updated. Exit transition planning occurs as appropriate.

Knoxbrooke provides services in a safe environment for all people, free from abuse, neglect, violence and/or preventable injury.

QUALITY – Standard 3 – Wellbeing Procedure

Procedure Services are strengths based and have early intervention approaches

Knoxbrooke supports people to identify their strengths and aims to build on these capabilities.

Knoxbrooke adopts active engagement and early intervention strategies.

Knoxbrooke has policies and processes that reflect early intervention, strengths based, holistic and collaborative approach to services delivery. The service provider strengthens and builds capacity with families, where appropriate.

Active participation in assessment

Knoxbrooke ensures that people actively participate in an assessment of their strengths, risks, wants and needs.

Knoxbrooke seeks information and the involvement of other key parties, as appropriate, in order to better assess or understand a person's situation.

Knoxbrooke's policies and processes outline the scope of the necessary assessments.

Where initial assessment indicates the need for immediate assistance, Knoxbrooke supports the person to have those needs met.

Knoxbrooke has effective systems in place to determine what resources or services are required to meet the needs of the person.

Knoxbrooke assessments take into account people's age, ability, gender, sexual identity, culture, religion or spirituality.

People are supported during assessments by an appropriate person who is sensitive to and understands their cultural needs, where required.

People's language and communication needs are identified and responded to. People receive a copy of their assessment in a format that facilitates their understanding and/or it is explained to them verbally.

Planning

People are encouraged to actively participate in all aspects of the planning process.

Knoxbrooke's planning processes are guided by the relevant legislation, departmental policies and sector frameworks.

Knoxbrooke has the planning process underpinned by the rights of each person to exercise control over their lives.

Where appropriate, Knoxbrooke actively engages family members, carers, significant others and/or an independent advocate in the planning process.

Planning takes into account people's age, gender, sexual identity, culture, religion or spirituality.

Knoxbrooke actively advocates for service options that best meets the person.

Knoxbrooke ensures that people are supported during planning by an appropriate person who is sensitive to and understands their cultural needs.

Knoxbrooke ensures that people have a documented plan(s) that:

- reflects the strengths, needs, goals, supports and long term outcomes specified by the person
- describes how these goals will be achieved, including timelines
- documents actions to minimise risk in the least intrusive and restrictive manner
- identify health and wellbeing needs, as appropriate
- includes input from family, carers and other service providers, as appropriate

Knoxbrooke ensures that people receive a copy of their plan and any revised plans in a format that facilitates understanding.

Where applicable, Knoxbrooke will support people to access personal assistance, in-home, residential or community supports to assist them to live as independently as possible.

Knoxbrooke supports people to identify, choose and manage their own daily and lifestyle routines.

Assessments and plans are regularly reviewed, evaluated & updated

Knoxbrooke ensures that each person's assessments and plans are reviewed within set timeframes or to reflect changing needs.

Knoxbrooke encourages people to actively participate in the review and evaluation of assessments and plans.

Knoxbrooke ensures that review and evaluation takes into account people's age, ability, gender, sexual identity, culture, religion or spirituality.

Knoxbrooke ensures that review and evaluation takes into account people's health and wellbeing needs.

Knoxbrooke ensures that where required, people are supported during reviews and evaluations by an appropriate person(s) who is sensitive to and understands their cultural needs.

Knoxbrooke supports people (or a nominated/appointed support person), to be actively involved in monitoring and reviewing the persons plan.

Knoxbrooke ensures that people's plans are updated or renewed to reflect changing needs and progress towards stated goals.

Knoxbrooke collaborates with other service providers to enhance exit/transition planning to meet people's needs.

Knoxbrooke has documented processes for exit/transition planning and case closure that involves the person or their nominated representative.

Knoxbrooke ensures that people are satisfied with the support they receive from Knoxbrooke to achieve their stated goals.

Knoxbrooke informs people of the steps necessary to re-access the service as required.

Services are provided in a safe environment for all people

Knoxbrooke promotes an environment where people are free from abuse, neglect, violence and preventable injury.

Knoxbrooke has clearly documented policies and procedures for responding to potential or actual harm, abuse, neglect, violence and/or preventable injury.

Knoxbrooke ensures that people are safe from abuse, neglect, violence and preventable injury in its service environments.

Knoxbrooke ensures that the environments it provides are safe, hygienic and clean and includes where relevant, access to:

- adequate common space as well as places where people where people can find privacy
- appropriate and well-maintained equipment and furniture
- adequate lighting and ventilation
- appropriate physical accessibility
- food that is varied, adequate in amount and based upon nutritionally-sound principles
- sustainable safe and nurturing home environments, which support the development and stability of people
- processes for people to have input into decisions regarding daily life

Knoxbrooke implements documented procedures for:

- maintenance of service environments, building and equipment
- infection control
- fire risk and other emergency management consistent with legislative and departmental guidelines