

# Active Support:

5 years of organisational learning:  
*looking back and forward*

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צדקה - *tzedakah-charity*, חסד - *chesed-kindness*, דרך ארץ - *derech erez-respect*, משפחה - *mishpacha-family*, צדקה -  
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## Overview:



- What does Active Support mean to Jewish Care?
- Implementing Active Support
- Resident outcomes 2004 – 2009
- Where to from here? A look into the longevity of Active Support and our vision for the future.

# What does Active Support mean to us?



- ❖ Regular, client-centered team meetings
- ❖ Consistent support practices
- ❖ Staff matching style to individual
- ❖ Trying "little and often"
- ❖ Staff skillfully finding parts of activities users can do; activities available to everyone
- ❖ Residents receive activities and support without gaps/mishaps
- ❖ Staff have time to prepare and reflect

# Tool-kit



Person centred support techniques and approaches

Person centred planning

**Active Support**  
Listening Respecting Committing  
personal values team values shared values

Enablers of choice

Reflecting, learning & benefitting from experiences

# Implementing Active Support



- ❖ *The pursuit of quality in residential services requires more than the provision of ordinary environments*
  - Meeting the support needs of staff influences the quality of services to residents
  - Clearly specified policies and position descriptions are critical
  - Providing a highly resourced service does not guarantee high quality.

# Examining organisational practice



- Practice support must be firmly embedded within culture of the organisation
- Maintaining Active Support requires integrating administrative systems to support direct staff practices
- Collect and use performance data to enable revisions improvements and learning

# Changing staff habits



- ❖ People with disability move from the edge to the centre of staff activity
- ❖ Managers provide assistance to supervisors in areas such as paperwork, assisting in training and help maintain motivation
- ❖ Supervisors move from paperwork to practice leadership
- ❖ Front-line support staff move from carers to enablers/facilitators

# Keep, chuck, change & add???



## Keep:

- ❖ A focus on people

## Chuck:

- ❖ Staff centered meetings
- ❖ Plans not being active
- ❖ Creation of activity rather than natural involvement
- ❖ Poor staff

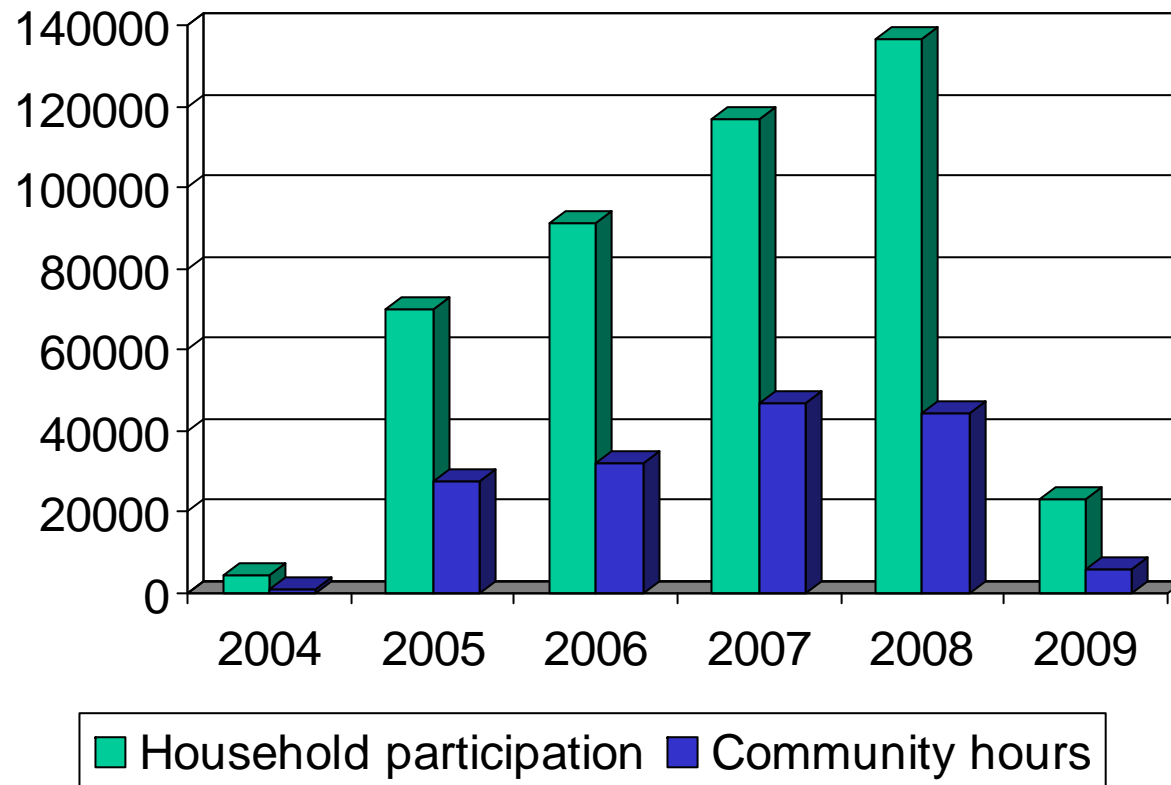
## Change:

- ❖ Rosters – based on support needs, not staff preferences

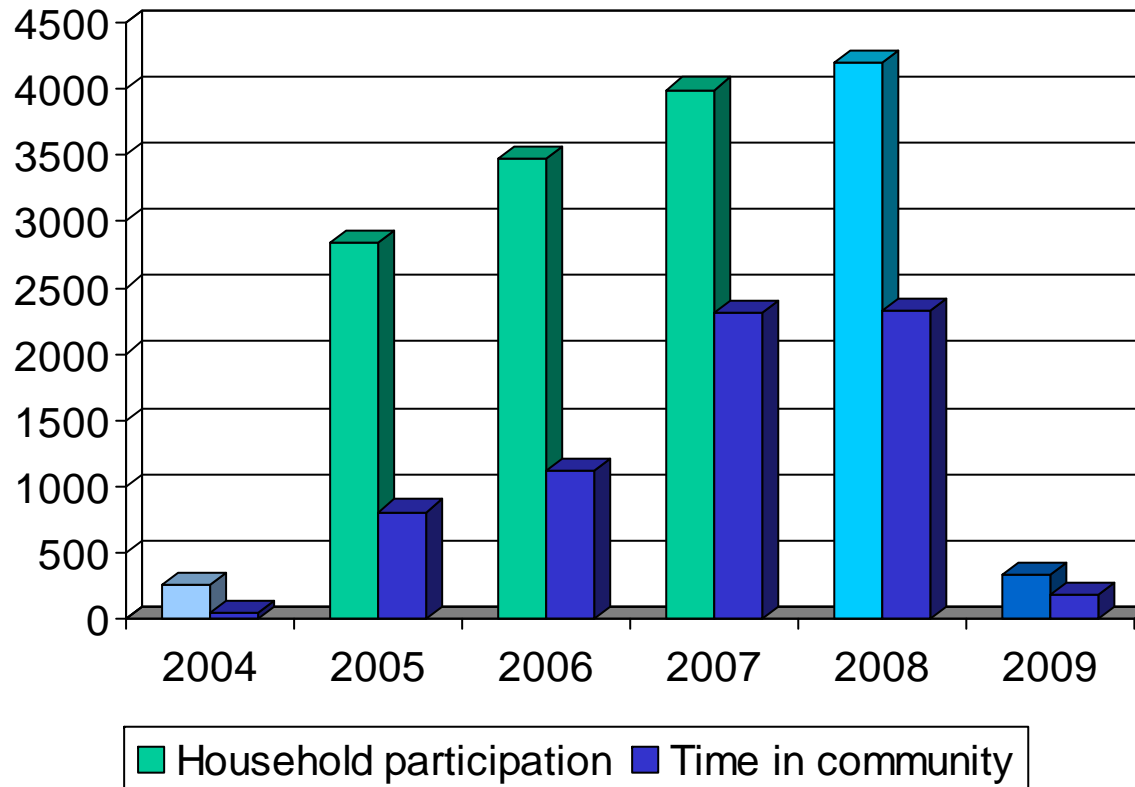
## Add:

- ❖ Team leaders to work with all permanent staff; additional supervision and non contact hours
- ❖ Recording systems

# 18 residents & 5 years



# Nicole



## Where to from here.....



- ❖ Staff working as a team, scheduling and coordinating choices and opportunities they offer
- ❖ Evidence that it is in use by everyone
- ❖ Team meetings that utilise this time to develop consistent strategies for supporting people
- ❖ Strategies are reviewed and updated
- ❖ Data recording methods continue to be refined and must be reviewed to reflect changes in lifestyle patterns

# Training



- ❖ *None yet developed for management to be able to appropriately support and maintain implementation*
- Would need to include the following topics:
  - Staff turnover
  - Ongoing interactive (refresher) training
  - Documentation – monitoring, evaluation & review
  - Feedback processes
  - Linkages to other service requirements (planning, quality improvements, behaviour support)
  - Administrative support
  - Staff and organisational feedback systems (graphing, etc)
  - Board training and awareness
  - Community strengthening approaches

# What have we learnt?



- ❖ AS highlights the strategies that will support successful implementation of new approaches, including:
  - individual planning
  - Behavioural support
  - importance of partnership - working with families and others
- Administrative duties result in a significant loss of 'assumed' direct support time;
- In-situ training has proven more successful than other methods
- Integrating household management systems is the way forward
- To question what are measuring; Client outcomes or staff performance?
- To invest in low tech and hi-tech solutions and adaptations

# What are our challenges?



- Lack of staff confidence to use techniques with some service users
  - Training for managers to deliver interactive training to staff
- Staff perception that they 'do' active support at specific times
  - Integrate within organisation's recording systems
  - Internalise into organisation's policies and practice guidance
  - Review support plans
- How do we maintain practice?
  - Active support responsibilities written into job descriptions
  - Refresher training for all staff teams and review plans for each service user