

## Assessing Accommodation Options

Choosing where and how to live can be challenging for anyone. It is especially so for young people with complex health needs.

There are many considerations, and it can be hard to access the information needed to help you make your decision.

It is important to be fully informed before making your decision as it will mean the difference between the right decision or the wrong; between success or failure.

Use the following checklist to ensure you have as much information as possible to help in making your decision and to assist in a smooth transition.

### Daily Routine

#### What is the staffing schedule?

How many staff are available to assist residents at peak periods including

- meal times
- personal care times
- bed times

What is the staff to resident ratio during peak periods?

What is the staff to resident ratio at other times?

How many staff are available overnight?

How many active nights available if required?

What qualifications do staff have? Are these adequate for your needs?

#### Do staff require specific training to support you or your family member's support needs and circumstances? If specific training needs to be done,

- Who will provide this training? Who meets any associated training costs?
- Can you be involved in training staff in your particular needs if preferred?
- Will refresher training be required at regular intervals?
- Are you satisfied with the training arrangements already in place

Have you been provided with an up to date list of senior management, including contact details and information on preferred method of access? Would you like to ask to meet with the service manager?

Have you been provided with the contact details of senior staff/managers including mobile phone numbers and after hours contacts?

## Decision Making

How are you/ your family involved in the service's decision-making processes?

What support is available to assist in participation?

Is there a resident's committee that works with the service provider to address service provision issues?

## Residential Statement

Each support or accommodation service should have an up-to-date residential statement. This residential statement should indicate the following

What is the staffing schedule?

Services: all services offered and the costs for each one

Accounts: when accounts are sent. Whether a direct debit facility is available. Other options that may be available including prepayment?

Privacy policy

Complaints and grievance procedures

Advocacy services: who they are, charges involved if any, and how these services are accessed

A statement of client rights and responsibilities

Exit policy: can residents remain at the service for as long as they wish? Can the service accommodate an increase in residents/support needs? How will this be done? Does the service have an exit policy based on age?

Opportunity for residents to participate in decision-making and service management

Individual care plan including behaviour management plan if required

A statement of additional costs levied (transport costs, day program attendance, community access, dietary requirements including enteral feeds)

Equipment and/or asset register

Menu planning. How often is the menu changed? What input do residents and/or their families have? Who do you speak to if problems are encountered?

Visitors: Are there restrictions on visits from family and friends? When can family and friends visit? Is a 'drop in' policy in place?

Are residents required to be out of the house during weekdays (i.e. involved in a day or other program)?

Pets: are pets allowed? What restrictions, if any, apply? Who pays for food and care of pets?

How are you/ your family involved in the service's decision-making processes?

Is there a set time for going to bed? Can residents go out at night and return late?

Have you been given an opportunity to stay at the supported accommodation service for a period of time before making a decision? If you haven't, would you like to?

Have you had an opportunity to discuss any questions you may have with the service manager?

Individual care plan including behaviour management plan if required

A statement of additional costs levied (transport costs, day program attendance, community access, dietary requirements including enteral feeds)

Advocacy services: who they are, charges involved if any, and how these services are accessed

Have you been given a copy of the service's residential statement?

Have you been given an opportunity to stay at the supported accommodation service for a period of time before making a decision? If you haven't, would you like to?

Have you had an opportunity to discuss any questions you may have with the service manager?

## Service Framework & Management Structure

Have you been given a copy of the service framework and management structure?

What is the service's exit policy?

Does each resident have to move elsewhere when they turn 65?

Can they continue to live in this service after they turn 65? How will they be supported if they choose to remain?

What happens if their health deteriorates or their needs increase?

## Policy Manual

Does the service have a policy manual?  YES  NO

Have you seen a copy?  YES  NO

Have you been given a copy?  YES  NO

## Other Residents and Compatibility

Have you been given the opportunity to meet other residents and their families prior to moving in? if you haven't, would you like to?

Have you had the opportunity to live in the service for an appropriate period of time (eg 2-3 months) to determine whether the service is suitable for your needs (or those of your loved one) and can accommodate your/their particular wishes and desires?

Have you been given an opportunity to discuss any concerns you may have about your residency or that of your family member?

Does the service assist with finding and relocating to alternative supports or accommodation in the event of incompatibility?

## Equipment Needs

Do you or your family member have special equipment needs?

What are they?

### Do you or your family member own any equipment?

- Electric wheelchair
- Motorised scooter
- Manual wheelchair
- Portable hoist
- Shower chair
- Pressure Mattress
- Pressure cushion(s)
- Other assistive devices
- Mobile phone & peripherals including charger or Bluetooth accessories
- Computer and/or peripherals

Prescribed repairer and costs covered?

→ Who organises the repair or replacement?

→ Who pays?

→ Does the service have up to date contact details of preferred repairers (if any)?

→ Do you want the service provider to inform you of repairs required before any action is taken?the service assist with finding and relocating to alternative supports or accommodation in the event of incompatibility?

## Individual Support Plan

Has an overall assessment of you or your family member's needs, wishes and aspirations been completed? This assessment should include

- equipment needs
- hoisting and transferring skills
- personal care skills
- communication skills
- access to the community requirements
- social interaction and activities

Has an individual care and support plan been developed for you or your family member?

Does this plan include short and long term goal setting, and review dates?

Does it include a behaviour management plan if one is required?

Has this assessment been done recently, say in the last two to three months?

Is it still available?

Has it been acted upon?

Does anything remain to be delivered from the original assessment?

If yes, what? \_\_\_\_\_

Is a new plan required?

## Community Access

Are residents supported to access the community

Are family members and friends encouraged to be involved in this?

How are they supported?

How often are they able to access the community

What processes are in place to enable this to occur?

How is the unexpected managed?

What programs or options are available to residents?

Can others be introduced?

What limitations apply, if any?

Are neighbours friendly and accepting/supportive?

What costs (if any) are involved in activities undertaken?

## Transport

### Private

Does the service have its own transport?

Are there costs involved to use this service?

How are these costs assessed?

Who pays?

How often are residents entitled to access this service?

What restrictions apply, if any?

### Public

What public transport services are available to residents

Are residents supported to use these public services? How?

What is the service's policy in this regard?

What costs are involved?

Who pays?

Can visitors access the service via public transport if required?

