



Following The Service Plan

Disclaimer: This video is designed to be a conversation starter on the topic of care and service plans in a remote aged care context. The facilitator should make use of other resources to ensure the learner continues to develop their knowledge of this topic and subtopics covered in this video.

It's easy for staff to start doing too much for a person receiving care simply because the person asks them to do it. People working in the industry are often very caring and want to be helpful; however, it is important to follow the person's service plan.

In this video, we look at a service plan and why a staff member needs to follow the plan.

What is a service plan?

Everyone receiving care and services through an aged care organisation will have a service plan. This plan outlines what support the person gets and when and how it will be delivered.

An aged care provider develops a service plan after talking with the person receiving care, taking into account their needs, preferences, and goals for their care.

The service plan may include a range of services such as personal care, social support, and assistance with daily living activities like cleaning and laundry services.

To make things clearer for staff, a service plan usually includes details about the service being provided. For example, if someone is having their home cleaned, the service plan will describe what 'cleaning' looks like to the person. It might say something like 'sweep and mop the kitchen floor and vacuum the carpet in the lounge room'. This detail helps staff to know what they need to do for the person, not too much or too little.

- *Have a look at a service plan and see the level of detail that is in the plan. Does this help you understand what you need to do for this person?*
- *Talk about what the learner should do if they don't have enough information in a person's service plan.*

Logging Services Delivered

Staff must log or check off that services have been done for a person; this helps the management of an organisation know that people are receiving a service. It helps them charge the person correctly for the services delivered and provides essential statistics to complete reports to funding bodies.

Some organisations have an electronic client management system that automatically registers that a service has been delivered and allows staff to write their notes on a computer, tablet or smartphone.

Other organisations use a paper-based system to record services. For example, daily services may be transferred to a 'tick sheet'. This sheet makes it easier for staff to 'tick off' when they have completed a task for a person.



Neither system is better than another, the system that works for your organisation is the right one.

- *Talk about the system used at your organisation and ensure the learner understands how to complete the document or use the platform correctly.*

Infection Control

A side topic addressed in this video relates to infection control practices. For example, in rural and remote settings, staff may visit people to deliver meals and pick up items to be laundered.

Staff need to understand the need to prevent cross-contamination by keeping dirty clothes and blankets apart from food items.

- *Talk about separating tasks to improve hygiene practices if relevant in your setting.*

Additional Services

Sometimes people receiving care, or their family members, may ask a staff member to complete additional tasks that are not listed on their service plan.

Staff members must check with their supervisor before doing any extra activities.

Sometimes these activities fall under an assessed and approved service type; however, the organisation may not have sufficient funds to take on more people under that service type.

Sometimes, however, these are not an approved service for that person. If the person now needs additional services, it is essential that the organisation properly reviews this as the person may have experienced some deterioration in their health status and needs to be reassessed.

- *Talk about what the staff member is expected to do if a person asks for additional services. For example, what should they say to the person?*

Links to additional resources

Infection Control: The Basic Principles: <https://youtu.be/-PQ8em7Fi5U>

Aged Care Quality Standards storyboards and user guide – Aged Care Quality and Safety Commission: <https://www.agedcarequality.gov.au/resources/aged-care-quality-standards-storyboards-and-user-guide>