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**New
Release!**

Provide services to older people with complex needs

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A high level assessment of complex needs for people with disabilities or brain injury usually requires input and assessment by a number of different professionals including doctors, neuropsychologists, behavior consultants, nurses, speech pathologists, geriatricians and others.

The older person's condition/s will determine the number and types of professionals that need to be involved with assessing and prioritising support needs. You may meet with all the professionals and workers involved in the assessment in a single meeting known as a 'case meeting' or case conference. Or you may need to meet or talk to each of the professionals individually.

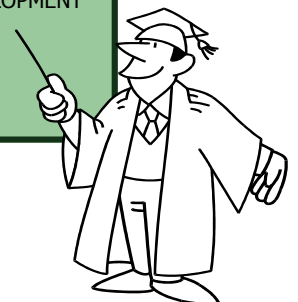
Some older people find assessment stressful. You must always be courteous and speak clearly. It is important to use your interpersonal skills to show your interest in them and establish a comfortable atmosphere. You may need to have an advocate or family member present if the older person has communication difficulties.

Seek advice and assistance from relevant health professionals when the older person's goals are not being met

Service delivery plans must be monitored at all stages to ensure they are still meeting the client's needs. Monitoring is most important during the early stages of implementation, as the earlier you recognise that the service delivery plan no longer meets the needs of the older person, the earlier adjustments can be made to their service delivery plans. Also, you need to consider that an older person's needs can change quickly and the competencies of health professionals and services can vary, monitoring must take place throughout the duration of the service delivery plan.

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A common way of looking at goals is to use the **SMART Formula**. This means making sure the goals chosen are:

- ◆ **Specific**
- ◆ **Measurable**
- ◆ **Appropriate** (to the client's abilities and needs)
- ◆ **Realistic**
- ◆ **Timely** (there is a deadline to work towards).

A worker's responsibilities to the people they are supporting is to provide a variety of levels of support which are dependent upon their changing needs. This means it is your responsibility to get to know the people well and communicate constantly with them in order to ensure you are able to keep track of their changing needs and achieving an optimum quality of life. It may require you to consider not only the person but other people like relatives and friends relevant to their lives. In order to know who these other people are we need to identify the paid and unpaid significant people in their lives.

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CHCNET404A	Facilitate links with other services
CHCAC412A	Provide services to older people with complex needs

Test your knowledge!

1. What does ACAT stand for?
2. You can only call yourself a carer if you are getting paid. True or False
3. As a carer you may need to assist a person with a number of activities, name two (2).
4. What is another name for a 'Service Delivery Plan'?
5. Name two (2) forms of elder abuse.
6. Assessment of a clients needs should take place when their _____ status or physical _____ change.

Answers: 1. Aged Care Assessment Team 2. False 3. Eating, drinking, dressing, undressing, toileting, personal care 4. Care Plan 5. Psychological/emotional abuse/social abuse/physical abuse/sexual abuse/financial abuse/neglect 6. health/abilities

As a worker in the aged care sector you will spend a large amount of time with the older person and are therefore in the best position to recognise when a service no longer meets their needs. When the older person identifies that this is the case, you then need to take the appropriate steps to report and action on it.

Need to find out more?

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