

## **7.3 INDIVIDUAL SUPPORT PLANS (CARE PLANS)**

### **Goals:**

The Association recognizes the importance of consistent support for individuals in care. In situations where several staff are in support of an individual and where staff change periodically, documented support plans enhance the likelihood of continuous, consistent support.

The documentation of support adds a higher level of accountability to the provision of supports to people.

All individuals in licensed homes must have documented individualized support plans (Care Plans) in order for the Association to comply with Community Care Facilities Licensing requirements.

An Individual Support Plan (Care Plan), as defined within the Community Care Facilities Licensing Policy, states that "...a Care Plan is an individualized action plan that takes into account the individual's unique needs, the goals of care and the service required to achieve stated goals. The Care Plan provides sufficient information to plan, implement, direct and evaluate the individual's care."

### **Development of an Individual Support Plan:**

The Coordinator/Supervisor (person-in-charge) is the fixed point of responsibility for the development of the Individual Support Plan. They are responsible for liaison with CLBC Social Workers to ensure that PSP meetings necessary for the development of the plan occur. An Individual Support Plan will be developed from the goals set in the PSP. Generally speaking, the planning process will include the individual, family members, friends, key workers and supervisors and CLBC social worker. BACI expects that PSP's and Individual Support Plans (Care Plans) will be reviewed and revised at least annually.

The Coordinator/Supervisor is responsible for ensuring that additional professionals are consulted around the development of components of the plan, where the immediate planning team is lacking expertise. These might include health care professionals, including the nurse, nutritionist, O/T and P/T, pharmacist, physician and other medical specialists. They might also include behavioural or communication consultants, psychologists, psychiatrists and other mental health professionals.

The Coordinator/Supervisor is also responsible to ensure all relevant reports from professionals are obtained and filed for future reference. They are also responsible to ensure that the Individual Service Plans (Care Plans) are current and relevant and that all staff are made aware and receive the necessary training or orientation around any changes in the Plan. Components of the Individual Service Plan (Care Plan) will be reviewed semi-annually and documented through the "Guidelines for Reporting".

## **Components of Individual Support Plan**

### *a) Personal Activity Component*

This component includes details of Service Response Plans related to relationship building, leisure activities, community involvement, personal growth and development.

### *b) Personal Support Component*

This component includes Service Response Plans related to nutrition, communication, behavioural support plan, oral care, medication, personal care routines and therapeutic interventions.

### *c) Health Care Component*

Included in this component will be all health issues, including mental health issues, actual and potential, which:

- Require professional health care assessment or judgement to determine actions or protocols;
- Require ongoing reassessment or review; or
- Include a transfer of function or delegation of task.

Individual Support Plans (Care Plans) will be organized into the following sections:

- a) General Information
- b) Routines and Community
- c) Medication
- d) Nutrition
- e) Health Care
- f) Behavioural Support
- g) Daytime Activities
- h) Communication
- i) Personal Planning Process

See Individual Support Plan (Care Plan) Outline for details.

### **Staff Orientation and Training:**

The Coordinator/Supervisor is responsible to ensure that all staff are adequately oriented and trained to the Individual Support Plans of all individuals. Where they are not able to provide the training or orientation, they will consult with the Manager and use the appropriate professionals to complete the training. All employees will be trained on, and follow, the "Service Response Plans."

The Coordinator/Supervisor will maintain a record of orientation to all aspects of the plan on the Orientation Check List for Employees, which will be maintained in employees' personnel files. A record of additional training will be maintained as part of the Individual Support Plan.

### **Evaluation and Monitoring:**

The Burnaby Association for Community Inclusion welcomes and encourages different forms of external monitoring, including those implemented by Community Care Facilities Licensing, CLBC, and the Accreditation process.

BACI will ensure that the Individual Support Plans are current, relevant and personally meaningful through the following methods:

- a) Annual reviews of the plans by the PSP planning team.
- b) Ongoing involvement of the Coordinator and Adult Service Manager in the development of plans and operations of the programs.
- c) Ongoing involvement of the Manager of Human Resources/Quality Assurance in the training of staff and evaluation of plans and operations.
- d) Annual reviews of all plans will be conducted by the Coordinator/Supervisor through completing the "Guidelines for Service Evaluation. "The Guidelines for Service Evaluation" has been designed to safeguard the following:
  - That the Individual Support Plans are complete, with appropriate Service Response Plans in place
  - That the Individual Support Plans are relevant and current
  - That appropriate professional consultation has been involved in the plan
  - That components of the plan which require authorization of CLBC, the physician, or other specialists have been signed off
  - That the plans comply with BACI policy (Documentation, Behaviour Management, Emergency Procedures, etc.)
  - That day services plans assure compliance with Employment Standards
  - That staff are aware of the plans and have received necessary training and orientation.
- e) The Manager of Adult/Youth Services in partnership with the Manager of Human Resource and Quality Assurance will report annually to the Executive Directors on the outcomes of the reviews, including:
  - The completion dates of the reviews for each program
  - Components of plans which were outstanding with completion dates
  - Necessary consultations or authorizations which were outstanding and completion dates
  - Required staff training with completion dates.

The Executive Director will report annually to the Board of Directors on the outcomes of the reviews. A Service Outcome Report will be completed and submitted to the Board of Director and all members of BACI.