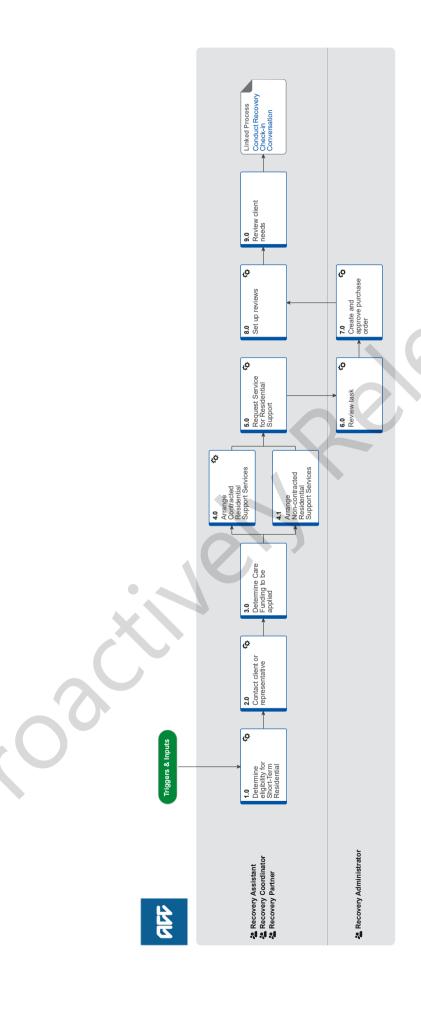
Assess and Set Up Short-Term Residential Support v19.0





Assess and Set Up Short-Term Residential Support v19.0



Summary

Objective

To assess and arrange short-term residential support for clients who need help in rehabilitation before returning home.

Residential Support Services are split into short-term and long-term care

- Short-term support is expected to last less than six months.
 Go to assess and Set Up Short-term Residential Support process.
- Long-term support is expected to be for more than six months.
 Go to assess and Set Up Long-term Residential Support process.

Background

Residential Support Services (RSS) can be provided to clients where it's identified that it's unsafe for them to return home, they need additional rehabilitation support before returning home or they need residential support for a period of time before returning back to hospital for further medical interventions.

Short term is considered as support needed for up to 6 months and is suitable for clients who:

 Are rehabilitating following injury before returning to their preinjury home

Other short term needs may include

- · Interim Care (up to six weeks),
- Carers Relief (up to two weeks), to allow full time carers to have a break

Residential Support Services can be provided under an RSS contract or non-contracted (Purchase Order). Residential Support Services should only be considered when a clients needs cannot be met in the community. It is preferred that services are provided by contracted facilities, however, this can be balanced with client choice and individual needs. The benefit of using a facility under the RSS contract is good standards are set for housing and care, which provides protection for the client. See AC Act 2001, Section 82: Corporation may provide other social rehabilitation.

Owner Name Withheld Expert Name Withheld

Procedure

1.0 Determine eligibility for Short-Term Residential Support

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a In Salesforce, open 'Te Kete' and review the client's current circumstances.
- **b** Review the request received identifying the need for short-term residential support and any information available.

Pre-injury and post-injury functional information should be provided, such as:

- · mobility changes as a result of the injury
- difficulties with performing self-care activities as a result of the injury

NOTE What do you need to consider when the entitlement request is received and deemed cover exists?

Refer to the Deemed Cover and Entitlements Policy for considerations to determine client entitlement eligibility while in deemed cover period.

Deemed Cover and Entitlements Policy

NOTE What information would you receive that could identify the need for short-term residential support?

You may receive any of the following:

- An ACC705 Referral for Support Services on Discharge
- A Needs Assessment Services Coordination (NASC) Assessment
- · request from client or whanau
- An ACC7424 Social Rehabilitation Needs Assessment (SRNA)
- An ACC18 from a GP

	ACC705	Knowledge	resource

c Check the information provided to confirm if a residential facility has been recommended, or confirmed.

NOTE What if it's unclear the need for Residential Support relates to the covered injury or that partial funding may be appropriate?

If information shows significant comorbidities impacting mobility or self-care, seek internal guidance. Refer to the Recovery Support Decision Tree tool to determine the kind of guidance you need. Go to Seek Internal Guidance.

PROCESS Seek Internal Guidance

NOTE What if the client is still in hospital?

Call the hospital/DHB to confirm the ACC705 is still accurate and confirm the level of care requested.

ACC705 Knowledge resource

NOTE What else should you consider asking when talking to the DHB if the information is not available?

Examples of some questions may be:

- Has a Residential facility been selected? If yes, ask for the details of the facility
- Do you have a confirmed or planned discharge date?
- · Has NASC been notified?
- Is the client in need of further rehabilitation and if so, cognitively able to participate?
- Were they previously in assisted living?
- Did the client receive any DHB support prior to the accident?

NOTE What if the request is for Interim Care?

Interim Care can be provided for up to six weeks. They will be discharged from the DHB for a period of convalescence before returning to the DHB for further medical interventions. The name of the residential facility will be provided by the DHB via the ACC705. Refer to the Interim Care service page below.

Residential Support Service Page - Interim Care
ACC705 Knowledge resource

NOTE What if the request is for Carers Relief?

Care relief can be provided to give full time carers of injured clients a break (normally up to two weeks). The care is often provided in an aged care facility and should be funded at the DHB Bed Night rate. (Follow instructions for instructions for Activity 4.1. Care can be provided in a residential facility that holds an RSS contract, the bed rate will be as per the contract under the agreed level of care. (Follow the instructions in Activity 4.0).

d Check and confirm the client is eligible for the short-term residential support.

NOTE What is the eligibility criteria for short-term residential support?

- The client must have an accepted claim
- · The client's needs are directly related to the covered injury
- · The client is unable to live at home even with community supports

NOTE What if you identify the client doesn't meet the eligibility criteria?

Before contacting the client, whanau or authority to act (ATA), consider alternative services under the Integrated Home and Community Contracted Services (IHCSS) for the client, such as home help.

PROCESS Set Up Integrated Home & Community Support Service -Contracted

Residential Support Service Page

NOTE What if the client needs temporary accommodation during housing modifications?

Refer to 'Temporary Accommodation During Housing Modifications Policy'

Temporary Accommodation during Housing Modifcations

2.0 Contact client or representative

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a Confirm who you need to contact to discuss the Residential Support.
 - · the client
 - · alternative contact person, eg Whanau, advocate or legal Authority to Act (ATA)
- **b** Contact the client or family/whanau or Authority to Act (ATA) and confirm you are speaking with the right person by asking ACC's identity check questions.

Identity Check Policy

c Explain the purpose of the residential support services, and confirm they agree to the recommended support/ services.

NOTE Are there other services that can be offered to the client while in residential support?

Training for Independence can be considered, particularly for clients where they will be returning to their own home after rehabilitation. Go to Set Up Training for Independence & Training for Independence Advisory Service for more information or to set up the support.

PROCESS Set Up Training for Independence & Advisory Service (PI)

d Advise timeframes for the Residential Support based on information on file.

NOTE What should you consider if timeframes have not be advised by the DHB?

When deciding on timeframes consider the followina:

- · What is the expected timeframes for the client to be independently mobile
- What is the expected timeframes for the client to manage at home with community supports If you're unsure of the timeframes, consider seeking internal guidance. Use the Recovery Support Decision Tree to determine he kind of quidance you need.
- e In Salesforce, add a Contact to record the discussion with the client or representative.

3.0 Determine Care Funding to be applied

Recovery Assistant, Recovery Coordinator, Recovery **Partner**

a Determine the care funding options available for Residential Support Services.

NOTE What are the three funding options for Residential Support?

Residential Support Services fit into three different options, depending on the level and duration of care required, and whether the supplier holds an RSS contract:

- · Contracted Residential Support Services A facility holds an RSS contract with ACC. Within Contracted RSS there are two options being Care and Rehabilitation.
- Individually Contracted Residential Support Services - A facility holds an individual RSS contract with ACC for a specific client (generally for clients with complex needs).
- Non-contracted Residential Support Services -A facility does not hold a Residential Support Services contract but can provide care for the client. Generally used for clients in Aged Care facilities.

Refer to the RSS Reference Guide to determine which of the above option to use. TODO add service page link

Residential Support Services (RSS) Reference
Guide

NOTE What if the client already resides in an aged care facility but due to covered injury, requires additional care (such as hospital level care)?

If a client resides in a residential facility, ACC will fund any additional costs related to the injury, as a top up to any existing funding.

	Residential		

4.0 Arrange Contracted Residential Support Services

Recovery Assistant, Recovery Coordinator, Recovery **Partner**

a Using the Contracted Suppliers by Geographic Area of Coverage, locate a Residential Facility who holds a Residential Support Services (RSS) contract.

NOTE How do you find a Residential Facility who holds an RSS contract?

In the Contracted Suppliers by Geographic Area of Coverage, filter by 'Contract' and search for 'Residential Support Services'.

NOTE What if the DHB has provided the Residential Care Facility details?

Search the 'Contracted Suppliers by Geographic Area of Coverage' to find out if they hold the RSS contract. If they hold a contract, add them as a Participant on the claim.

Contracted Suppliers by Geographic Area of Coverage

b Contact the facility to confirm they are able to provide the supports as identified for the client at the time of their discharge.

NOTE What should you discuss with the residential facility?

Discuss and agree on the client's:

- Service needs
- · Level of care
- · The facility's capacity
- · Duration of the clients stay
- If you have identified that the client requires 'Rehabilitation', check the facility is able to provide this service. You can also do this by checking the contract details in MFP.

Refer to the RSS Reference Guide for the Levels of Contracted Residential Support Services.

NOTE What if the facility holds an RSS contract but does not provide for the full care and rehabilitation costs?

If the residential care facility advises it cannot provide the required care for the contracted rate, consider the use of an RSSI agreement. If the claim is in Assisted Recovery, consider transitioning the claim. Go to the Transition Process. This process ends.

For Recovery Coordinators and Recovery Partners, Go to the Assess and Set up Medium to Long Term Process. Use this as last option.

PROCESS Assess and Set Up Long-term Residential Support

4.1 Arrange Non-contracted Residential Support Services

Recovery Assistant, Recovery Coordinator, Recovery Partner

a Consider whether non-contracted residential support services is appropriate.

NOTE What are the circumstances where a noncontract facility might be used?

The circumstances could be:

- The client's preferred facility does not hold a contract
- There are no suitable contracted facilities in the client's area
- The client is of an age where an aged care facility is the best option for the client.
- The client resides in an aged care facility and is part funded by the Ministry of Health.
- **b** Determine the level of care needed for the client.

NOTE What are the common levels of care offered by non-contracted facilities?

Rest home care – the resident is assessed as generally able to be independent (are mobile and can feed themselves), but needing assistance with personal care or supervision of activities of daily living. They are assessed as unable to safely live in their own homes (or other community settings) either due to their disability needs and/or lack of informal supports.

Hospital level care (also known as Continuing care) – the resident is assessed as having significant disability, usually in combination with medical problems, which requires 24- hour supervision with Registered Nurse input for their care (e.g., medication management, wound care), and assistance with mobility.

Dementia care – the resident is assessed as needing 24- hour supervision, in a secure environment due to risk of wandering or becoming lost due to memory loss or confusion. Dementia residents must be provided care in a facility / annex separate to rest home and continuing care

Psychogeriatric care (also known as specialised hospital care) – the resident is assessed as needing 24-hour supervision. This level of care is for people with major behavioural issues (including severe dementia or addictions). They need a high level of specialist nursing care.

c Locate a non-contracted care facility.

NOTE How do you find a residential facility in the client's region if they are not contracted to ACC?

To find residential facilities in the client's region, refer to the website below.

Eldernet

https://www.eldernet.co.nz/Home

NOTE What if facility doesn't have a Vendor ID?

Ensure an ACC111 is completed by the facility and set yourself a reminder task to check if the Provider registration has received the ACC111 to progress with creating a purchase order.

d Contact the facility to confirm they are able to provide the supports as identified for the client at the time of their discharge.

NOTE What should you be discussing with the residential facility?

Discuss and agree the client's service needs and level of care. Confirm the facilities capacity and availability of a bed and confirm the duration of the client's stay.

e Open the Non-Contracted RSS Pricing Tool and work through with the facility to obtain a daily bed rate.

Non-Contracted RSS Pricing Tool

NOTE What do you need to discuss with the facility?

There will be a few specific questions to ask as per the tool:

- Where is the facility located?
- · What is the level of care to be provided?
- What is their daily bed rate?
- What percentage of the daily bed rate is ACC funding?

will be them ki	he information is entered into the tool, a daily rate provided. Confirm this rate with the facility and let now you will need to obtain approval to proceed. How do you obtain approval to proceed? Refer to a Technical Specialist. Go to the Seek Internal Guidance process, Activity 3.1 Request Written Guidance. If pharmaceuticals are listed on the pricing tool, clinical and technical guidance is required. PROCESS Seek Internal Guidance What if the facility requests a higher rate to the Non-Contracted RSS Pricing Tool? When requesting written guidance, provide details of the rate given by the tool and the rate being requested by the facility. The facility must provide a reason for the higher rate being requested.	b Add the claim. NOTE A C Add th	What if the request is urgent and needs to be completed that day? • Call Recovery Administration • Provide the claim number • The Recovery Administrator will open the claim in Eos and find the task on the claim • Transfer the task into the Recovery Administrator's name. This will move it to their personal queue and stop it from being allocated in Salesforce. • selected residential facility as a participant on the How do you add the residential facility as a participant? Refer to the system steps below. dd a participant e agreed intervention into the client's Recovery
Recovery Partner a In Eos	t Service for Residential Support Assistant, Recovery Coordinator, Recovery select 'Add Activity' and select 'Choose Activity' arch 'NGCM - Admin Request' task.	 Plan. NOTE	How do you update the Recovery Plan? Go to Create or Update Recovery Plan. PROCESS Create or Update Recovery Plan
NOTE Re cip Distinctions	What information should you include in the task? Provide the following information: • Vendor Name • Vendor code (if they have one) • Purchase Order Code - Refer to step 7.0 to obtain the correct code • Start date • Expected end date • Frequency: How many nights • Daily Room Rate - ACC does not usually pay for premium room rates • Name of document group or advise no documents are to be sent • If the client has a care indicator. Refer to 'Disclosure of Care Indicator Information to Third Parties Policy about when how this is shared. For non-contracted, you also need to include in the task 'Unit price per day' as per the written guidance on file from Technical Services. eferring Tasks to Recovery Administration - Principles sclosure of Care Indicator Information to Third Pars Policy What if the referral is for Interim Care? Provide the following information: • Vendor Name • Vendor code (if they have one) • Purchase Order Code: RRINT • Expected end date • Frequency: How many nights • Name of document group or advise no documents are to be sent • If the client has a care indicator. Refer to 'Disclosure of Care Indicator Information to Third Parties Policy about when how this is shared.	a Follow Eos al b Review need to NOTE P Create Recover a In Eos type R P ec C P NOTE b Select NOTE	task y Administrator ing the task assignment in Salesforce, navigate to nd select 'Do Task' from your task queue. w the task and check it has all the information you o proceed. What if you don't have all the information needed to proceed? Refer to the Task Clarification section of the NG PRINCIPLES Working in the Administration Team for instructions. rinciples of Working in the Administration Team and approve purchase order y Administrator , generate a purchase order using the entitlement esidential Support. urchase Order - Handy Hints on how to create and dit POs reating purchase orders using general + QE urchase Order Details - Residential Support What if the request is to extend an existing Purchase Order? 1) Locate the purchase order and 'Open' 2) Select 'Add', 'Intervention', 'OK' 3) Search for the purchase order code and select 'Add to List', 'OK' 4) Add information as provided in the task and 'OK' the vendor as identified in the task. How do you search for a vendor in Eos? Refer to the Search for a Party system steps below. ervice Contracts and Contracted Providers - MFP oreadsheet earch for a Party

NOTE What if you are supplied with a noncontracted vendor?

Refer to the Search for a Party systems steps and add the vendor as a 'Vendor - Non-Contracted' participant in Eos.

c Approve the purchase order.

NOTE What if the purchase order requires a higher delegation to approve?

Save the purchase order and refer to the system steps below.

- Request Authorisation for a Purchase Order System Steps
- **d** Select 'Add documents' and generate the GT01a letter to the client.
- e Complete the document to convert them into a PDF.
- f In Eos, in the Party Record, check the client's preferred communication channel (SMS, email).

NOTE How do you notify the residential facility of the approval?

Advise the residential facility of the purchase order details by email using the purchase order approval email template, ensuring you include the following information by screen shot of the purchase order:

Vendor name
Vendor code
Claim number
Claimant name
Purchase order number
From and to dates
Number of Units
Rate per Unit
Frequency: Day/Week

If it is a shared funding arrangement, cc. in other agencies so that they are aware of it.

- NGCM FINAL Emailing from Eos using a Template System Steps
- g Perform privacy checks using the Inbound and Outbound Document checks.
 - NG SUPPORTING INFORMATION Inbound and Outbound Document Checks
- h In Salesforce, close the assigned task.

8.0 Set up reviews

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a In Salesforce, add a Recovery Check in two weeks prior to the expiry of the residential support services.
- b Set up a Contact action task for a couple of weeks after the client's admission to the facility, to call the facility to discuss whether Training for Independence should be set up for the client.

NOTE What if Training for Independence should be set up?

Go to Set up Training for Independence & Training for Independence Advisory Service

PROCESS Set Up Training for Independence & Advisory Service (PI)

9.0 Review client needs

Recovery Assistant, Recovery Coordinator, Recovery Partner

- a Two weeks prior to the client being discharged from the residential facility, contact the client or the facility to discuss their ongoing needs and arrange the supports the client may need when back in the community.
- **b** Consider if the client needs to be transitioned to another team.

NOTE What if the client can be transitioned to another team?

Go to Transition Claim process.

PROCESS Transition Claim

► PROCESS

Conduct Recovery Check-in Conversation

Recovery Assistant, Recovery Coordinator, Recovery Partner