Restorative Care in the South Island

A guide for health professionals

May 2016

SOUTH ISLAND ALLIANCE
best for people, best for system

A restorative care approach to health supports older people to be independent, care for themselves and participate within their community, family and whānau for as long as possible.

The Health of Older People Service Level Alliance (HOPSLA), part of the South Island Alliance, is supporting health care providers across the South Island to adopt a restorative care approach to the services they provide to older people in their communities.

The following guide has been developed to help you understand what a South Island approach to restorative care looks like and how you can apply it to the services you provide.

Why restorative care?

Our population is ageing. By 2035, the number of people aged 65 and over is expected to double — to almost one in four.

We want older people to live well for longer. This will enable older people to keep contributing to society and enjoying life, and will help us maintain a sustainable health system. To do this, older people need equitable access to timely, high quality health care that helps them achieve their maximum potential for good health and wellbeing.

A restorative care approach works directly to achieve these goals. Some South Island health services already have effective restorative care programmes — others do not. To support the development and implementation of consistent, high quality restorative care programmes across the South Island, HOPSLA set out to define restorative care drawing on international research and first hand experience.



Restorative care - a definition

Restorative care means different things to different people. To make a genuine difference to the wellbeing of older people, we need a consistent definition that can be applied across the South Island to inform the development and provision of effective restorative care services.

HOPSLA defines restorative care as:

A flexible approach to health care that respects the individual, and supports them to obtain and maintain their highest level of function, live independently and contribute to their community for longer, and participate actively in decisions about their care.



A health care system based on restorative care looks like this:

- Ageing is celebrated and older people are valued – autonomy and choice are respected.
- Older people participate actively in decisions about their care and their experience guides service improvements – the individual's voice, wishes and aspirations are central to decision making.
- Older people have equal access to timely, safe, high quality health and disability services that meet their needs – care takes place within an individual's environment, social and cultural context.
- Advanced care planning ensures people die with dignity and in comfort, and their choices are honoured.
- There is a strong focus on maintaining optimal health, independence and social connectedness.
- Older people are empowered to make healthy lifestyle choices – useful, consumer friendly information is easily accessible.
- Older people know who to contact about their care and can communicate with them easily and directly.
- The health sector embraces the Te Whare Tapa Wha Māori health model for wellbeing – cultural and spiritual diversity are respected.
- Any avoidable decline is delayed through the use of innovation, adaption and problem solving.
- Care is positive, promotes dignity and is focused on the strengths of the individual.
- Health care providers across the health care continuum work as a team and are led by a shared focus guided by the individual's personal goals.
- Everyone involved in an individual's care shares a single care plan, preventing duplication and gaps in care.

How to integrate restorative care into your services

In the process of defining restorative care, HOPSLA identified a number of features common to effective restorative care programmes nationally and internationally. These features are listed below. We encourage you to explore how they could be applied to the services you provide.

- Older people are assessed through a comprehensive multidimensional assessment (interRAI).
- Care planning is goal-oriented and reflects the individual's needs and desires.
- Targeted, evidence-based interventions are used to optimise daily living functions. Interventions are delivered safely and balanced against potential risks. They are also culturally appropriate, flexible and responsive to the changing needs of the individual. If evidence-based research is not available, interventions based on best practice are used.
- Care is provided by a multi-disciplinary team, which includes but is not limited to general practice, registered nursing, physiotherapy, occupational therapy, dietetics, speech language therapy, pharmacy, social work and appropriate cultural support. Teams meet regularly to review challenging or resource-intensive cases and facilitate the input of other community organisations that could provide support.
- Education is encouraged for all older people, their carers and professional staff — for example, chronic disease self-management, healthy ageing, continence, nutrition management, use of medication, illness/accident prevention strategies and improvement or maintenance of skin integrity.
- Older people, their families and whānau, and their carers are encouraged to participate fully in all care decisions, promoting their sense of autonomy and reducing the need for ongoing in-person supervision.
- Active engagement in a range of daily living activities is promoted — task analysis, work simplification and assistive technology and telemedicine are used where appropriate.
- Strength, balance and endurance programmes are used to improve or maintain mobility.
- In time, it is hoped that each older person will have a single care plan, which provides a complete view of their care and is shared by all providers.



How will we know if we're making progress?

Success can be measured using a variety of methods, one of which is interRAI, the electronic assessment tool used by all South Island DHBs. The information provided by interRAI enables system improvements to be made based on real clinical information.

Feedback on how older people experience their care is another way to gauge progress. We encourage health care providers to develop their own patient experience collection methods and measures. A patient experience survey is a valuable tool to find out how a service has been experienced.

More information about the value of patient experience as an indicator of health service quality is available under Health Quality Evaluation on the Health, Quality & Safety Commission New Zealand website www.hqsc.govt.nz



About HOPSLA

This document has been produced by the Health of Older People Service Level Alliance (HOPSLA), which is part of the South Island Alliance. HOPSLA is made up of experts in older persons' health from across the South Island, including DHBs, primary care, allied health, and community and consumer representatives.

We are dedicated to supporting South Island health care providers to help older people enjoy life the way they want for longer.

More information

More information about HOPSLA and restorative care is available on the South Island Alliance website www.sialliance.health.nz