

7.3 INDIVIDUAL SUPPORT PLANS (CARE PLANS) IN ADULT SERVICES

Goals

BACI recognizes the importance of consistent support for individuals in care. In situations where multiple staff members support an individual and staff may change over time, documented support plans ensure continuous and consistent support.

Documenting support enhances accountability and improves the quality of service provided.

All individuals in licensed homes must have documented Individualized Support Plans (Care Plans) to comply with Community Care Facilities Licensing requirements.

According to Community Care Facilities Licensing:

An Individual Support Plan (Care Plan) is an individualized 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 based on the goals outlined in the Personal Service Plan (PSP).
- The planning process typically involves the individual, family members, friends, key workers and supervisors.
- PSP's and Individual Support Plans (Care Plans) will be reviewed and revised at least annually.
- The Coordinator/Supervisor/Manager must ensure consultation with relevant professionals for components requiring specialized knowledge, including nurses, nutritionists, occupational and physical therapists, pharmacists, physicians, and other medical professionals. Behavioural or Communication Consultants, psychologists, psychiatrists, physicians, and medical professionals.
- Relevant professional reports must be obtained and filed.
- Plans must remain current and relevant, and all staff must be made aware of changes and trained accordingly.
- Components of the plan must be reviewed semiannually.
- See Individual Support Plan (Care Plan) Outline for specific details.

Staff Orientation and Training

The Coordinator/Supervisor is responsible for orientating and training all staff on the Individual Support Plan. If additional expertise is needed, the Coordinator/Supervisor will work with the Manager to involve appropriate professionals.

All staff must be trained on, and follow, the Service Response Plans.

Records

Orientations must be documented on Orientation Checklist for Employees and stored in personnel files. eRecords of additional training will be included in the Individual Support Plan.

Evaluation and Monitoring

BACI welcomes 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/Supervisor and Adult Service Manager in the development of plans and operations of the programs.
- c) Ongoing involvement of the Senior Manager of 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/Manager through completing the Guidelines for Service Evaluation. These Guidelines have been designed to safeguard that:
 - The Individual Support Plans are complete, with appropriate Service Response Plans in place,
 - The Individual Support Plans are relevant and current,
 - Appropriate professional consultation has been involved in the plan.
 - Components of the plan which require authorization of CLBC, MCFD, the physician, or other specialists have been signed off.
 - The plans comply with BACI policy (Documentation, Behaviour Management, Emergency Procedures, etc.).
 - Staff are aware of the plans and have received the necessary training and orientation.
 - The Senior Manager of Adult Services, in partnership with the Senior Manager of Quality Assurance, will report annually to the Chief Executive Officer (CEO) 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.

Linking Policies:

- 1.3 Quality Assurance Policy
- 1.8 Code of Ethics
- 2.1 Accessibility Policy
- 7.1 Individual Support Planning
- 7.2 Personal Service Planning Policy