

E.12 Clients Exit/Death

1.0 INTRODUCTION/BACKGROUND

Clients might exit Mercy Services when:

- an agreed exit date occurs;
- the client dies;
- the client states s/he wants to exit the Mercy Services program;
- Mercy Services resources do not allow continuation of the Mercy Services program;
- the client no longer requires the Mercy Services program due to improved level of functioning or alternative care support;
- the client's needs have increased and are no longer able to be met by the Mercy Services program
- the client/Mercy Services are unable to correct an unacceptable WHS risk to Mercy Services employees, for example:
 - client behaviour;
 - manual handling risk;
 - the unsafe physical state of the client's premises; and/or
 - medical conditions.
- the client is no longer eligible for the service (e.g., they move house to a place outside the catchment area allowed by the funding body); or
- the client fails to make contact or contact is subsequently lost following an interruption to service.

Mercy Services is responsive to the changing needs of clients, which may include supporting clients to exit Mercy Services programs, and responding in a respectful, compassionate manner whenever clients exit a Mercy Services program.

2.0 SCOPE

The purpose of this policy is to ensure that all Mercy Services employees provided appropriate support to clients exiting from Mercy Services Programs.

3.0 POLICY STATEMENT

Mercy Services employees will respond in a respectful manner whenever a client exits a Mercy Services program.

Mercy Services will ensure that as much as possible the client enjoys a continuity of care when they move from Mercy Services to another organisation.

4.0 PROCEDURES

The Service Coordinator will ensure the withdrawal of support from any client is conducted in a planned and monitored way, with the client's consent.

Before the client is officially exited the Service Coordinator is responsible for ensuring that:

- Accounts are notified that the client is exiting;
- Equipment is returned; and
- All outstanding file notes, service statistics etc are recorded.

The Service Coordinator will check that clients are supported when exiting Mercy Services programs.

When a Mercy Services program ends a service to a client, the Service Coordinator should inform the client (carer, advocate where appropriate) of the reasons for the service ending and any available alternative services.

If the cessation of service is client-initiated, the Service Coordinator will ascertain the reason the client is exiting.

If this relates to unmet need then these circumstances should be recorded with information relayed to the relevant Manager for analysis and further planning.

Where relevant, clients and carers should also be informed of the circumstances in which the organisation/program may again be able to assist them.

This information should be documented in their record and relevant data recorded on our data bases.

4.1 Client Exit Survey

A client exit survey will be carried out by the client's Coordinator/Counsellor within one month of exit, if possible and appropriate (see Appendix 1). Feedback gained from these questions will be reviewed and utilised to improve Mercy Services processes and identify any training requirements for Mercy Services employees.

4.2 Client Files

Files from exited clients will be passed to Administration for exiting from the client management system. The Manager will then be given the exited client's file and complete an audit of the file and the exit survey. The Manager will return the file to Administration to be securely archived as per the Mercy Services Privacy Policy.

4.3 Referral to another service

In cases where the client's needs would be better served by another community care program or residential care, Mercy Services will discuss this option with the client. If the client consents Mercy Services will arrange a referral to the more suitable program or liaise with the client's case worker/manager to arrange assessment for the other program. Where the person is assessed as eligible and accepted for another program, transitional arrangements will be put in place.

The Service Coordinator will ensure that sufficient and accurate information is provided in any referral to another service.

In a situation where the client refuses consent to be referred to a suitable program for which they are eligible, the current level of service will continue, subject to Mercy Services' resources. The Service Coordinator may consider whether it is appropriate to refer the client for: (1) case management support; and/or (2) an application for a substitute decision-maker to be appointed for the client.

4.4 Compliance

Compliance with this policy is being measured by:

- a) Current files do not include exited client files (these should be archived)

4.5 Evaluation

The performance indicators for the evaluation of this policy is:

- a) At least 90% positive response to the question "Would the client recommend Mercy Services to someone who required the service they received?"

5.0 REFERENCES

1. Australian Standards	Nil
2. Legislation	a) NSW Disability Services Act 1993 b) Disability Discrimination Act 1992 (Cwth) c) Racial Discrimination Act 1975 d) NSW Anti-Discrimination Act 1977
3. Professional guidelines	nil
4. Codes of Practice	nil
5. Codes of Ethics	a) Australian Association of Social Workers Code of Ethics http://www.aasw.asn.au/document/item/1201 b) Australian Psychological Association Code of Ethics https://www.psychology.org.au/Assets/Files/APS-Code-of-Ethics.pdf c) Code of Ethics for Nurses in Australia http://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/Codes-Guidelines.aspx#codesofethics d) Mercy Services Code of Conduct
6. Evidence	a) ADHC "Standards in Action" (2012) b) Home Care Packages Guidelines (2013) c) Commonwealth HACC Guidelines (2012-15)
7. Mercy Services Values	Justice, Respect, Care, Unity, Service

6.0 OTHER RELATED POLICIES AND PROCEDURES

- A.01 Mission and Philosophy
- A.03 Code of Conduct (staff and volunteers)
- A.05 Reconciliation
- C.01 Management Roles and responsibilities
- C.03 Operational Planning
- C.05 Quality Improvement
- E.01 Principles of Service Delivery
- E.02 Service Access and Equity
- E.03 Meeting Individual Needs

- E.04 Client Fees
- E.05 Client Participation, Decision Making & Advocacy
- E.06 Involvement of Families and Friends
- E.07 Client Rights and Responsibilities
- E.08 Complaints
- E.11 Coordination with other services
- E.13 Cultural Awareness
- E.17 Privacy Policy
- G.06 Safe Home Visiting Policy & Procedure

7.0 RELATIONSHIP WITH STANDARDS

Aged Care Accreditation Standards	Home Care Standards	NSW Disability Standards	EQiP Standards
1.1, 1.4, 2.1, 2.2, 3.1, 3.2, 3.3, 3.9, 4.1, 4.2	2.1, 2.2, 2.3, 2.4, 2.5	1.1, 1.2, 1.3, 1.4, 1.4, 1.7, 1.8, 1.9, 2.1, 3.1, 4.5, 5.1,	1.1.1, 1.1.4, 1.1.5, 1.2.2

8.0 DOCUMENT CHANGES RECORD

Dates of change	Section altered	Natures of changes made
01/01/2005	All	First record of document
09/02/2010	All	Update format and content
24/02/2011	a) 7.0 b) Appendix 1	a) Replace HACC Standards and CACP Standards with Community Care Common Standards and update to EQiP 5 Standards b) Addition of tick boxes for the last and third last questions and checking with accounts
14/03/2011	a) Appendix 1	a) Addition of checking with accounts
27/11/2012	All Sections	Organisation name updated
09/04/2013	a) 4.1 Client Exit Survey b) 4.4 Compliance and 4.5 Evaluation	a) Coordinator/counsellor to complete client exit survey, if applicable pass to Admin to exit from Carelink+ and then to be given to the Manager for collating. b) New sections added
11/03/2014	a) 4.1 Client Exit Survey b) 4.4 Compliance c) 5.0 References d) 7.0 Standards e) Appendix 1	a) Remove Admin and Manager role with Exit Survey b) Different compliance measure c) Add Aged Care Standards d) Update references e) Rename programs and rewording
24/11/2015	a) Policy name b) 5.0 References c) 7.0 Relationship to Standards d) Appendix 1	a) Renamed Client Exit/Death b) Update Codes of Ethics c) Disability Standards updated d) updated
Review due 24/11/2018		

Appendix 1.



Mercy Services

CLIENT EXIT FORM

Date exiting:.....

Client Name:..... Client Date of Birth:

Client Address:

- Exit**
- Community Nursing
 - Home Care Package
 - Mowing/ Maintenance
 - Community Transport
 - Home Support Program
 - NDIS
 - Day Centre
 - Linen Service

- Reason:**
- Deceased (date.....)
 - Moved out of area
 - No longer requires service
 - Home Care Package:
 - Residential Care (facility name.....)
 - Transferred to another Provider
 - Other:

Mercy Services accounts have been notified of exit? No Yes (date:.....)

Has any borrowed Mercy Services equipment been returned? N/A Yes (date:.....)

Client Exit Survey

Does the client have any suggestions for the improvement of Mercy Services services? Yes. No

(comments).....

What new Provider/s is the client engaging (if any)?.....

Would the client recommend Mercy Services to someone who required the service they received?

Yes No (comments).....

Coordinators Name Coordinators Signature..... Date.....