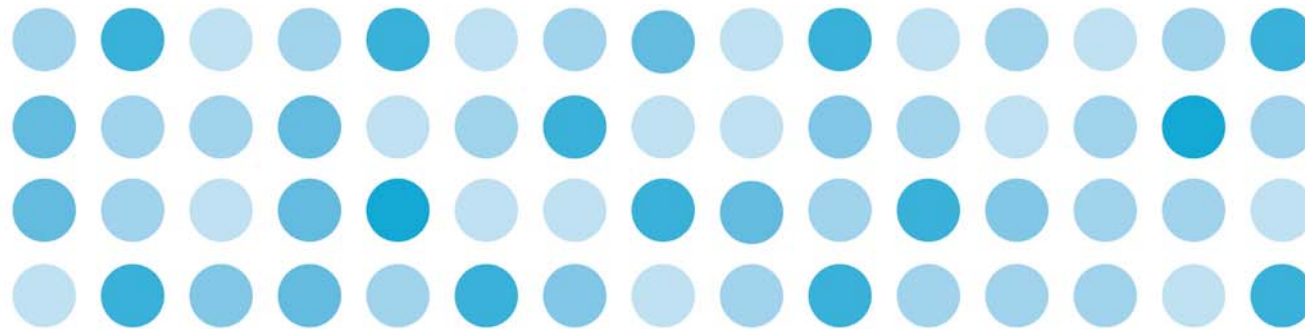


25-26 October 2010  
Melbourne Cricket Ground



Anex 2010

# AUSTRALIAN DRUGS CONFERENCE

Public Health and Harm Reduction

# Joel Pearlman



Principal Sponsor



Sponsor



# CARE PLANNING AND MAPPING

Improving the quality of care planning  
for clients with multiple and complex  
needs.

Health

Outreach

Community

Employment

Education

Training

Joel Pearlman  
Community Development Worker  
Living Room Primary Health Service



# What is 'The Living Room' and who accesses?

The Living Room is a Primary Health Service that provides free healthcare and support to improve the physical, mental and social wellbeing of individuals who are homeless or at risk of homelessness, disadvantaged or marginalised, with complex healthcare needs.



# What is 'The Living Room' and who accesses?

Therefore, Living Room often see clients who:

- Are homeless
- Are injecting drug users
- Have dual diagnoses or long term mental health concerns
- Have a range of psychosocial issues
- Have poorly managed general health and hygiene
- Are not engaged or linked in with other support services ("fallen through the cracks")

The logo for 'youth projects' is located in the bottom right corner. It features the words 'youth' and 'projects' stacked vertically in a bold, green, sans-serif font. The text has a white outline and a slight drop shadow, giving it a 3D appearance.

# Current service delivery

## Drop - in

The health clinic currently operates as a 'drop-in' during the afternoon. This allows service users to engage in a safe, friendly environment and gives them an opportunity to take time out from an often stressful lifestyle. With access to showers, washing machines, internet, and nutrition, the Living Room has the opportunity to connect with a population that are often disengaged with other services.



# Current service delivery

## Workers

The Living Room is staffed by a team of doctors, nurses, a psychologist, mental health nurse, podiatrist, dietician, and four full time community development workers. This makes up a multi-disciplinary team with a wide range of skills and experiences.



# Current service delivery

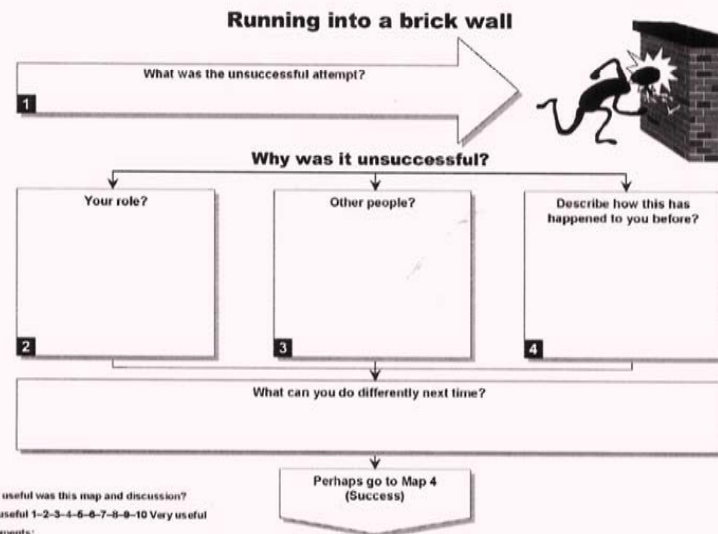
## The opportunity for innovation

As the client population are often difficult to keep engaged, the community development workers have the opportunity to trial new and innovative ways of improving client engagement and treatment outcomes. The introduction of the care planning and mapping project is one of these innovative ideas utilised by the community development workers that is seeing improvements in client engagement.

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# A brief introduction to mapping

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Mapping guide 1: Exploring self (Map 3) Failure

- Mapping is used as a positive visual communication tool to help clients look at the causes and effects of their thinking and also assist in problem solving.
- Because of its versatility and high level of interaction, workers can use mapping on any client regardless of their current engagement.

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# Why use mapping? What are the benefits?

## Benefits to clients

- Provides a model for “cause-effect” thinking.
- Helps with problem definition.
- Provides a solution focussed approach.
- Maps provide easy to read summaries of sessions.
- Interactive tool for clients at all stages.
- Promotes cognitive awareness.
- Gives clients confidence to communicate effectively.
- Encourages behavioural change.
- Maximises the impact of what may be a brief contact.
- Constantly offers something different.
- Provides a method for getting ‘unstuck.’



# Why use mapping? What are the benefits?

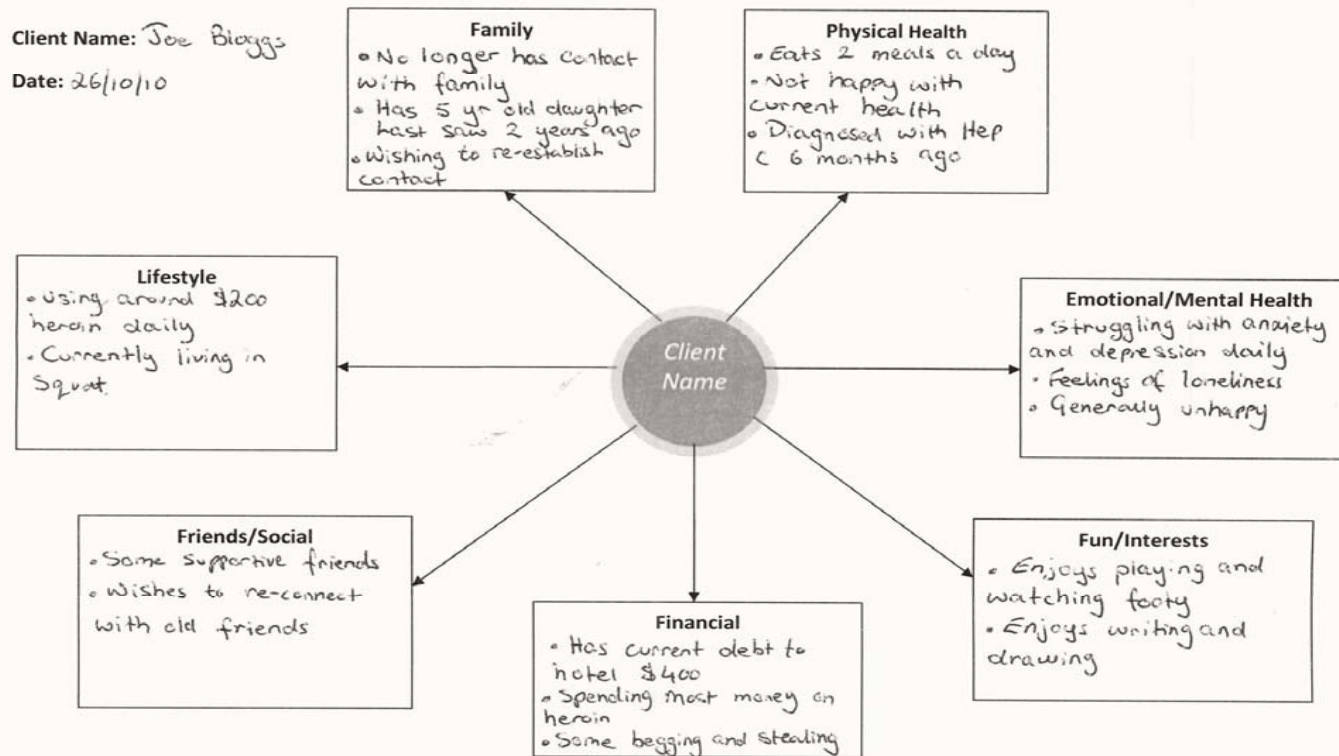
## Benefits to workers

- Maps can be used for any client in any situation.
- Provides easy-to-read documented account of work done with the client.
- New staff picking up a client can gain insight into history via maps completed.
- Ability to document and obtain a significant amount of information from the client in an uncomplicated way.
- Provides excellent tool for engagement.
- Allows organisation to effectively monitor staff competency.



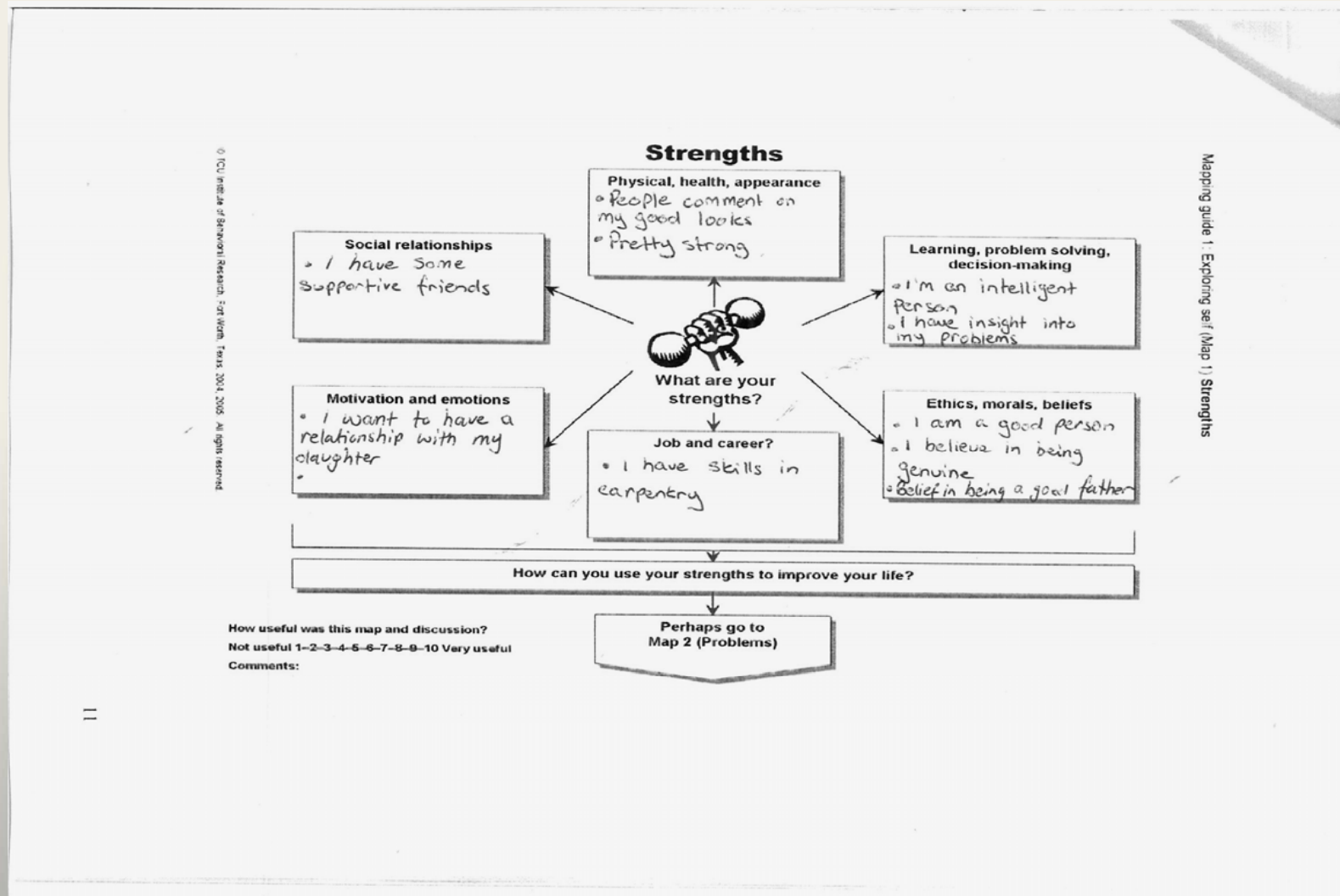
**MAP 1: EXAMINING SELF**

Client Name: Joe Bloggs  
Date: 26/10/10



Example of 'Examining Self' map often used by workers at assessment phase

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Example of 'Strengths' map used by workers as a motivational tool.

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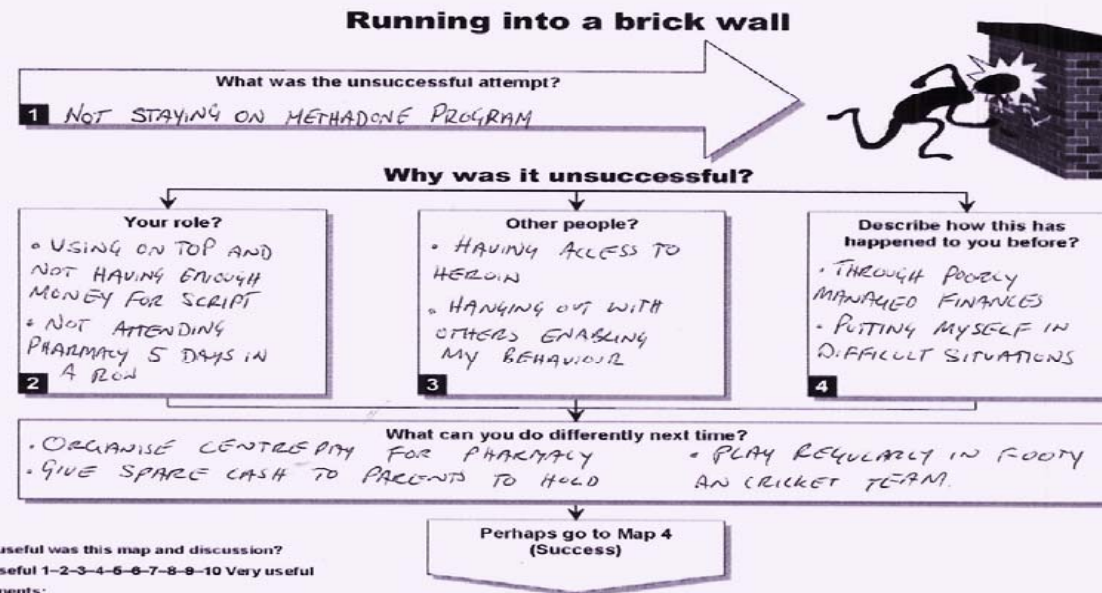
**CLIENT CARE PLAN/TREATMENT MODALITY**NAME: JOE BLOGGS D.O.B: 16/08/1975 KEYWORKER: JOEL PEARLMAN

DATE	AREAS OF SUPPORT	GOALS	SERVICE USER ACTION	KEYWORKER INTERVENTION	REVIEW DATE	ACHIEVED Y/N
	DRUG & ALCOHOL USE	To look at substitute Prescribing - methadone or bup Reduce use to \$150 daily	- Access G.P - Continue to access - Support at Living Room	- Refer to G.P - organise appointments.		
	PHYSICAL & PSYCHOLOGICAL INTERVENTION	To eat 3 meals a day To get well psychologically	- Spend \$15 on food daily - Attend arranged sessions with psychologist	- Review on Weekly basis - Liaise with psychologist and request regular reports		
	SOCIAL FUNCTIONING	Improvement in housing status	- Begin Seg 1 application - Access temporary accommodation.	- Write support letter for Seg 1 - Provide regular support and referrals.		
	CRIMINAL INVOLVEMENT & OFFENDING	Reduce criminal activity	- Engage in other activities	- Explore patterns of behaviour - Support in finding other meaningful activities.		

Service user's signature: Joe Bloggs Worker's signature: [Signature] Date: 26/10/10

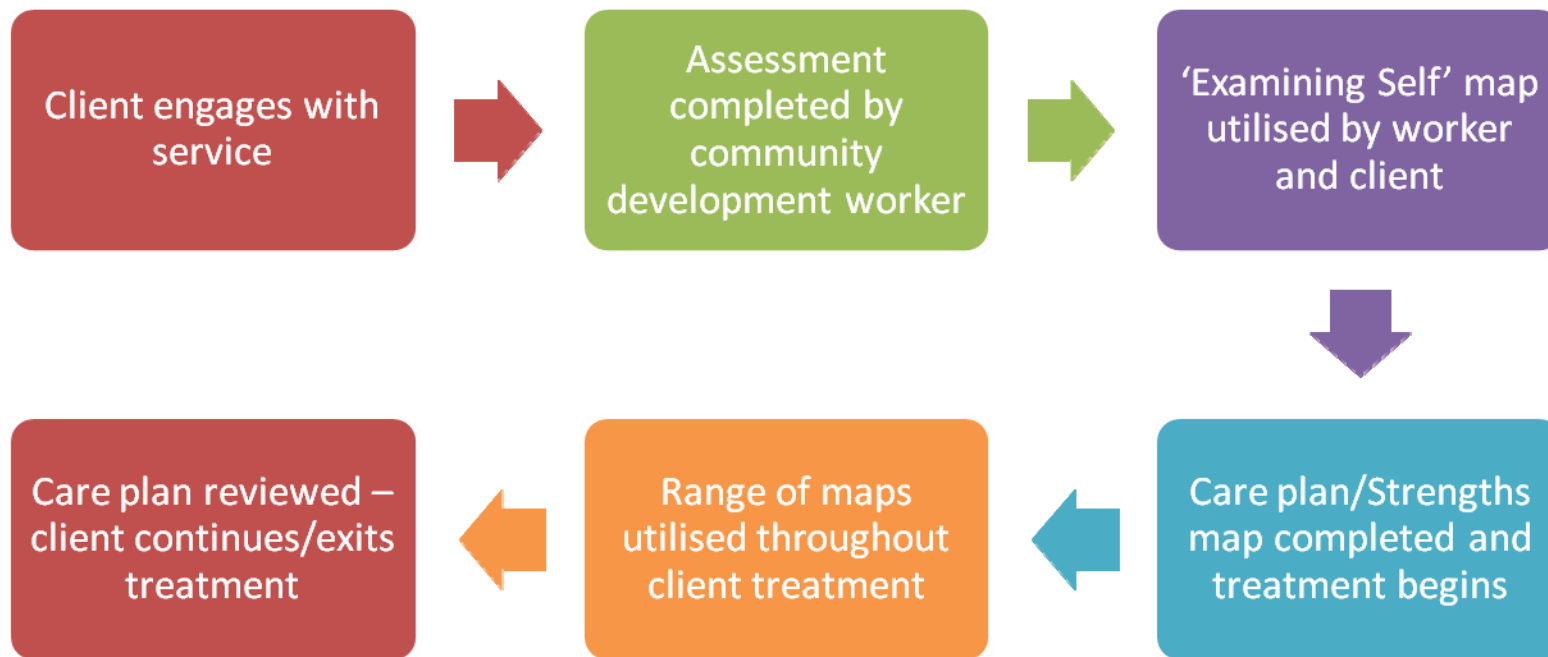
Example of Care Plan used in conjunction with mapping.

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Often a favourite map used by Living Room staff.

# Service delivery through use of care planning/mapping



NB – Not all Living Room clients will engage in one-on-one treatment beyond assessment stage. However, maps are also effectively utilised in 'crisis' situations.

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# Projected outcomes

- ❖ Improved client engagement and rapport with workers
- ❖ Staff consistency in use of therapeutic tools
- ❖ Treatment monitoring leading to improved client outcomes
- ❖ Staff monitoring and improvement
- ❖ Improved overall service delivery

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# References

- Campbell, A, Finch, E, Brotchie, J & Davis P 2007 'The International Treatment Effectiveness Project: implementing psychosocial interventions for adult drug misusers. *National Treatment Agency for Substance Misuse* (UK).
- Moring, J & Smith, C 2008 'Routes to Recovery - The ITEP manual: delivering psychosocial interventions.' *National Treatment Agency for Substance Misuse* (UK).
- The Texas Institute of Behavioural Research  
<<http://www.ibr.tcu.edu/index.htm>>

