



We are in the third week of Open Disclosure Awareness.

This week we concentrate on the adverse effects that may arise from what went wrong and **how we should address** our consumer/representative, volunteer, staff and contractor needs to ensure we provide **appropriate support**.

**At Froniditha Care we provide practical and emotional support  
after something went wrong by:**

- Identifying and providing additional clinical needs for the consumer
- Facilitating communication channels including advocacy, translation and hearing services
- Involving the appropriate representatives or nominees who can make decisions on behalf of the consumer
- Supporting access to alternative, complaints handling options such as external complaints
- Offering and, when required, providing guidance and support to staff members involved

**What we do at Froniditha Care:**

- We foster a culture where people feel supported and are encouraged to raise concerns
- Staff and consumers are encouraged to feel comfortable to speak up when something goes wrong
- Staff know what to do when something goes wrong
- Consumers and staff have confidence in management to respond and take actions appropriately

## ADDRESS IMMEDIATE NEEDS AND PROVIDE SUPPORT

Continuing from last week's case scenarios, below you will find how to apply Element 2 of Open Disclosure – Address immediate needs and provide support

### **1** A personal support worker fails to attend a consumer's home for meal preparation

The Manager of Direct Care Services contacts Chloe to address the concerns raised with the Services and Administration Team. The Manager speaks to both Eva and Chloe by phone, validating their concerns about the absence of the staff member today, the apparent lack of communication and the impact on both Eva and Chloe.

The Manager enquires about Eva's wellbeing and offers support to Chloe by asking if she would like Fronditha Care to send a personal support worker now to attend to the home, to enable Chloe to return to her paid work and to help meet the care needs of her mum.

The Manager talks at length with Chloe regarding today's events and suggests a follow up home visit with the Care Advisor to discuss the concerns face-to-face and review the care plan – Eva and Chloe are encouraged to invite other family members and support people to the care plan meeting. In the interim, the Manager reassures Chloe that an investigation will commence to understand what went wrong today and implement measures to minimise the risk of it happening again. The outcome will be discussed at the home visit along with other measures to ensure future potential harm is prevented.

### **2** The case of personal belongings disposed of in the rubbish bin

The Manager Residential Care offered immediate emotional support to Mr. G, the nephew, and expressed understanding of the situation. The manager's sincere tone was reassuring when she arranged to get back to Mr. G once she had spoken to all staff involved and the investigation was completed.

A meeting was arranged immediately with all staff members involved including the RN on duty, the maintenance officer and laundry personnel. The Manager provided emotional support and reassurance to all by expressing understanding whilst notifying that an investigation will be commenced.

*\* All names and scenarios are fictional.  
Any resemblance to real persons  
or cases is purely coincidental.*

**Resources:** [https://www.agedcarequality.gov.au/sites/default/files/media/ACQSC\\_Open\\_Disclosure.pdf](https://www.agedcarequality.gov.au/sites/default/files/media/ACQSC_Open_Disclosure.pdf)

**To read the case scenario visit:** [https://frondithacare.org.au/wp-content/uploads/2020/11/ODC\\_Week-2-content-3.pdf](https://frondithacare.org.au/wp-content/uploads/2020/11/ODC_Week-2-content-3.pdf)