



**interaction**  
*empowering people*

# TRANSITIONING CARE POLICY

Easy Read Guide



# TRANSITIONING CARE



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When you move to or from a service, everything should be planned, and important information shared with the new service.



**Transitioning Care** means changing a participant's care from one service to another, either for a short time or permanently. This can include hospital visits.



Staff will involve participants in any pre-hospital-admission activities and make sure they are safe during their stay.



If you go to hospital, staff will make sure they talk to the people involved and share important information about your health, needs and risks.

# HOSPITAL SUPPORT



If you go to hospital, staff will help you understand what will happen in the hospital.



When participants move from Interaction to a hospital, staff will give them a **Hospitalisation Protocol**.

A **Hospitalisation Protocol** is a document that explains what to do, who to tell, what to bring, and what documents and staff are needed by the hospital.

Staff will talk with the hospital staff about:

- Your medication
- How you communicate
- Your mobility needs
- Your meals
- Behaviour support needs
- Any current care plans.



# HOSPITAL SUPPORT



If staff think you might leave the hospital too soon, the issue will be reported to the manager.

The manager will work with you and the hospital to fix the problem.



Staff who support you while you are in hospital need to write down their notes in your Interaction file.



When you leave hospital, you will be given a plan called a **discharge summary**.

The **discharge summary** will include any medication changes, any follow up appointments and other important information.

Sometimes your care plans will need updating. Staff will sign the plan to show they know about the new changes.



# RISKS



When you move temporarily to or from Interaction, staff will write down and discuss any risks with you.



Staff will plan ways to handle risks in your **Participant Risk Profile**.



Interaction will keep a copy of all documents in the participant's file.

# TRANSITIONING TO ANOTHER SERVICE



If a participant does not want support from Interaction anymore, staff will make sure this decision is what the participant really wants and not because of any other issues



If you want to move to another service, staff will develop a **transition plan** with you and your guardian.

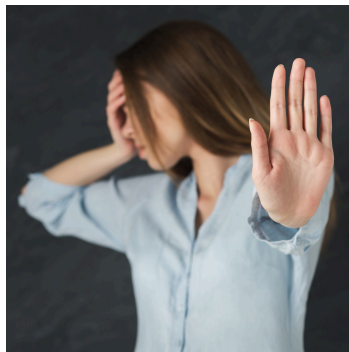
The **transition plan** will include:

- Who is involved, their contact details, and what they will do.
- Important documents like care plans, and support plans.
- Steps to follow and updates.
- Your consent for sharing information.
- Any risks.



Participants will get a copy of their transition plan, and so will their support team, if the participant consents.

# TRANSITIONING TO ANOTHER SERVICE



A participant can say no to services, pause them, or stop them whenever they want.



Interaction will discuss moving to another provider if Interaction is not the right fit for a participant anymore.



Staff will talk with the participant and their guardian if their needs are more than what their NDIS plan covers.



**The Service Agreement** is a document that explains what happens when participants end services and how Interaction will help them move to another provider.



# TRANSITIONING TO ANOTHER SERVICE



Interaction will only end a participant's services if they have tried to fix problems with participants and their support people but there are still issues.



If participants decide not to share their information with a new provider, Interaction will write this in their file



When a participant moves from Interaction, staff will work together with participants to help it run smoothly.



If a participant's access to support is at risk, Interaction will suggest they get help from an **advocacy service**

# TRANSITIONING TO INTERACTION



When a participant starts using Interaction's services, staff will work with the participant, their old service, and their support team to make the change easy.



Interaction will help develop a **transition plan** to support a participant's move to Interaction.



The time to transition will depend on:

- The supports in place
- Whether participants agree to have staff help with the planning
- How complicated the services are.