



Child & Family Centred Care

Health care that respects and responds to the preferences,
needs and values of patients and consumers

What is Child & Family Centred Care?

- Child & Family Centred Care = Patient-Centred Care
- There is no single definition of patient-centred care
- Allowah, due to the unique nature of the Hospital's patients and consumers, has adopted an organisation specific concept of patient-centred care called Child & Family Centred Care



Allowah's definition

While not every child or young person cared for by Allowah will have a disability, they will all have complex needs and therefore Allowah has adopted the term Child & Family Centred Care as it best reflects the unique circumstances of the children and young people admitted to the Hospital.



Key concepts...

- respect;
- emotional support;
- physical comfort;
- information and communication;
- continuity and transition;
- care coordination;
- involvement of family and carers; and
- access to care.



A part of the whole...



Child & Family Centred Care is supported by the Australian Charter of Healthcare Rights, The Australian Safety and Quality Framework for Health Care, the National Safety and Quality Health Service Standards, the NSW Disability Service Standards and other policies.

Our approach...



Allowah's Child & Family Centred Care Framework recognises that family, friends, carers, spiritual and pastoral advisers and broader community members need to be included in a child's care.

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Why do we need a C&FCC approach?

- A Child & Family Centred Care approach is intended to lead to improvements in safety, quality and cost effectiveness, as well as improvements in patient/family and staff satisfaction.
- The benefits of Child & Family centred approach include parent and family empowerment, family wellbeing, increased parental confidence and competence, and an increase in parents' positive perceptions of their children's behaviour. Including families in the care of a child promotes their resilience and wellbeing, and enables children to enjoy caring family relationships.

Foundations: Consumer Partnership

Allowah's Child & Family Centred Care approach facilitates consumer partnership through:

- treating consumers with dignity and respect;
- sharing a broad range of information with consumers; and
- encouraging and supporting consumers to participate in the healthcare process to the extent that they choose to do so.

Our response: We work through the Consumer Partnership Committee

C&FCC in action: Governance Framework

Allowah's purpose, vision and values clearly support a Child & Family Centred Care approach:

What is Allowah's purpose?

*Allowah is a hospital that provides quality medical and allied health care to children with complex disabilities and health needs. We provide children and their carers with **respect, dignity, emotional and spiritual support** within a Christian environment in a way **that maximises their quality of life.***

C&FCC in action: Governance cont..

What is our vision?

*We will be a centre of excellence, providing **quality child & family centred medical and allied health care**, along with **physical and spiritual support** to children with complex disabilities and health needs. We will be a source of encouragement, education and resources for other providers, and a place that **seeks justice** and shows mercy in Jesus' name for children and their families.*

C&FCC in action: Governance cont...

Our values include among other things that we will:

- *speak honestly and openly to all with sensitivity and care*
- *speak without fear if an error has been made*
- *show generous care to children and families;*
- *provide practical assistance in a kind and gentle manner;*
- *not rush our services to meet deadlines that don't **put the child first***
- *ensure we have time to care.*
- *encourage the abilities of children;*
- *foster the potential of children to achieve to their capacity;*
- *support and encourage a workplace that is fair and just; and*
- *advocate where we can on behalf of children and families.*



C&FCC in action: Clinical Care Framework

Allowah's Clinical Care Framework ensures that organisational systems and processes are designed to be holistic and child & family centred. This Framework also ensures that the best interests of the child are foremost in every decision, and staff are given the flexibility to meet the child's needs.

C&FCC in action: Quality Mgt Framework

Allowah's Quality Management Framework ensures that:

- systems are in place for regular collection and reporting of patient care experience data through quantitative patient surveys and qualitative, narrative-based sources; and
- quality improvement includes feedback about patient care experience as well as clinical and operational data.

C&FCC in action: Performance Management Framework

- mandatory staff training in Child & Family Centred Care;
- inclusion of the care experience of patients into staff performance review processes;
- training that enhances knowledge and skills associated with recognising and developing the interests and skills development of the children in our care; and
- encouraging a culture of learning and professional development.



C&FCC in action: Risk Mgt Framework

- Allowah's Risk Management Framework supports a Child & Family Centred Care approach through the collection, analysis and actioning of clinical and non-clinical information, with a focus on reducing risks for the child, family and staff.

C&FCC in action: Complaints Management Framework

- Allowah records, analyses and addresses all incidents and complaints (as well as compliments and suggestions) in a systematic way.



C&FCC in action: Safe & Protective Service

Allowah recognises that children, and in particular children with a disability, are more vulnerable to abuse and exploitation (as set out in the Disability Inclusion Act 2014). Allowah addresses this vulnerability through:

- the Child Protection Policy & Procedures;
- the Volunteer, Benefactor & Visitor Policy;
- the staff Code of Conduct;
- mandatory staff training;
- supervision; and
- engagement with the Jericho Road Conduct Protocol Unit.

C&FCC in action: Emotional Support

Allowah seeks to provide emotional support to children and their families through:

- the Family Worker;
- the Chaplain;
- access to counselling referrals and services; and
- volunteers, particularly the Special Friend programme.

C&FCC in action: Physical comfort

Allowah is a purpose built facility that was designed with the comfort of the children and their families in mind. In addition to the physical environment, the Hospital seeks to provide physical comfort through:

- individualised Child Care Management Plans;
- staff training to recognise signs of discomfort;
- parental involvement in the care of the child to increase staff knowledge about signs of discomfort or comfort needs; and
- high quality medical and allied health care.

C&FCC in action: Continuity & Transition

Allowah's approach to care allows us to adapt the care provided to children as their needs, abilities and circumstances change. This includes among other things:

- liaising with a child's school and providing education where necessary;
- liaising with community clinicians;
- liaising with other providers such as ADHC and FACS;
- provision of Early Intervention Services in some instances; and
- provision of allied health assessments.

C&FCC in action: Involving families

Allowah is supportive of parental decision making which is shown through:

- the provision of information about the services provided by Allowah;
- the provision of information about Open Disclosure;
- the provision of information about Health Care Rights;
- the use of consent forms to enable informed consent;
- the offer of choices where possible;
- a respect for parental decisions and support through the decision making process; and
- the involvement of parents in decisions about care at pre-admission, admission, ongoing and annual reviews where possible.

R.E.A.C.H. Programme

R	Recognise
E	Engage
A	Act
C	Call
H	Help is on its way

More information??



Check out the Child & Family Centred Care Framework for more information and details of where to find more reading.