

Bupa Seaforth

- Take immediate action to devise and implement an updated care plan for [REDACTED] that comprehensively addresses the care and services to be delivered. The care plan is to be informed by recent assessments of their needs (including but not limited to behaviour management, pain management, medication administration and personal care) and by the systematic trial, documentation and evaluation of strategies recommended by suitably qualified health professionals. The Approved Provider is to update the care plan based on the evaluated effectiveness of the interventions and changes in [REDACTED] needs.
- Ensure that [REDACTED] guardians are appropriately consulted in the development of the new care plan and are able to nominate ways in which they wish to be involved in care delivery (on either an ad hoc, occasional or regular basis) – noting that such involvement is voluntary, [REDACTED] and does not detract from your responsibilities to provide care and services.
- Ensure that [REDACTED] care needs are able to be met [REDACTED] including but not limited to the delivery of personal care and medication management. This care delivery should be in accordance with the care plan.
- Ensure that the Approved Provider has staff with adequate skills and knowledge to assess, plan, evaluate and deliver care to [REDACTED] – and that you are able to access appropriately skilled health professionals outside the Service as required.
- Agree a plan with [REDACTED] guardians for communicating with them and implement the plan immediately. Review the plan on each occasion that [REDACTED] care plan is reviewed or as needed.
- Provide evidence to the Delegate in writing demonstrating how the Approved Provider has addressed the actions detailed above and how they are monitoring and evaluating the effectiveness of the actions they have taken.