

# Happyville Compassionate Care

## Individual Support Plan (ISP)

| CLIENT INFORMATION |   |                                       |                                      |
|--------------------|---|---------------------------------------|--------------------------------------|
| Client Name:       | <i>John M</i>   | Preferred Name:                       | <i>John</i>                          |
| Client Age:        | <i>75 years</i>   | Residence: (own/other family members) | <i>Lives alone</i>                   |
| Medical Condition: | <i>None Reported</i>  | Emergency Contact:                    | <i>Daughter – Emma<br/>000000000</i> |
| Any Medications:   | <i>Not Prescribed / takes multivitamin once a day - Blackmores Multivitamin + Minerals" formulated for 50+ age group.</i> |                                       |                                      |

| People involved | Role                        | Copy Provided  | Date Provided |
|-----------------|-----------------------------|--|---------------|
| <i>John M</i>   | <i>Client</i>               | <input type="checkbox"/> Yes <input type="checkbox"/> No |               |
| <i>Din</i>      | <i>Support Care Worker</i>  | <input type="checkbox"/> Yes <input type="checkbox"/> No |               |
| <i>Emma</i>     | <i>Family member</i>        | <input type="checkbox"/> Yes <input type="checkbox"/> No |               |
|                 |                             | <input type="checkbox"/> Yes <input type="checkbox"/> No |               |
| <i>xxx</i>      | <i>General Practitioner</i> | <input type="checkbox"/> Yes <input type="checkbox"/> No |               |

| SECTION 1  |
|--|
| <p>Background Information of the Client: John</p> <p>Includes clients background, current status, and any relevant safety issues including medication management</p>   |
| <p>John is a 75-year-old individual who resides alone at his home. He leads an independent lifestyle and manages his day-to-day activities with ease. He is resourceful and often engages in activities such as gardening, general household chores demonstrating his independence and self-sufficiency. Despite his age, John remains active and capable, requiring only occasional assistance with certain tasks. In addition to his self-sufficiency, John enjoys the support of his daughter, Emma, who lives close by. Emma frequently visits him to check on his well-being and spends quality time with him. This close relationship with his daughter provides additional reassurance and support for John, contributing to his overall sense of security and contentment. Despite not having any medical health issues, he is diligent in taking some of his daily medications as directed by his healthcare provider. These include a multivitamins medication which is off counter, and he takes it once a day and occasionally uses off counter eye drops for dryness.</p> |
| SECTION 2  |
| <p>Support Services</p> <ul style="list-style-type: none"> <li>Daily Check-ins: Regular visits by a home care support worker to assess John's well-being, provide companionship, and assist with any tasks or activities he may need help with.</li> </ul>   |

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- Assistance with Household Tasks: Help with light housekeeping, grocery shopping, meal preparation, and medication reminders.
- Personal Care: Assistance with grooming, dressing, and bathing if needed.
- Emergency Response Plan: Follow emergency plan to address situations such as accidents or medical emergencies.

### SECTION 3

#### Emergency Procedures:

##### Medical Emergencies:

- Assess the client's condition.
- Administer first aid according to the specific medical emergency (e.g., control bleeding, assist with medications).
- Comfort and reassure the client while waiting for medical assistance to arrive.
- Monitor signs of deterioration and call emergency services (e.g., 000) immediately
- Provide information to emergency responders about the client's medical history, medications, and any relevant health information.

##### Physical Emergencies:

- Evacuate the client and yourself from the home if there is a fire or smoke emergency.
- Call emergency services (e.g., 000) to report the emergency and provide the address.
- Follow fire safety protocols, such as using fire extinguishers or fire blankets if safe to do so.
- Check for gas leaks or carbon monoxide poisoning symptoms and evacuate if necessary.
- Use battery-powered or manual devices for communication if there is a power outage.

##### Mental Health Emergencies:

- Remain calm and provide a supportive presence to the client.
- Assess the level of risk to the client and others.
- Encourage the client to talk about their feelings and concerns.
- Contact the client's mental health professional or crisis intervention team for assistance.
- If the client is in immediate danger of harming themselves or others, call emergency services (e.g., 000) for immediate intervention.

##### Social Emergencies:

- Ensure the safety of the client and yourself.
- Remove the client from the situation if possible and seek a safe location.
- Call emergency services (e.g., 000) if there is a threat to personal safety.
- Document any incidents and report them to the appropriate authorities (e.g., police, child protection services).
- Provide emotional support and referrals to counseling services if needed.

##### Environmental Emergencies:

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- Evacuate the client from the home if there is a hazardous material spill or exposure.
- Call emergency services (e.g., 000) to report the emergency and provide details about the situation.
- Provide first aid if there are injuries resulting from the environmental emergency.
- Ventilate the home and remove the client from the affected area to a safe location.

### Equipment Failures:

- Assess the situation and ensure the safety of the client.
- If possible, troubleshoot the equipment issue following manufacturer's instructions.
- Contact technical support for assistance with repairing or replacing the equipment.
- Provide alternative solutions or accommodations until the equipment is repaired or replaced.

### Social Isolation or Neglect:

- Assess the client's social and emotional well-being.
- Provide companionship and emotional support to reduce feelings of loneliness or isolation.
- Connect the client with community resources and support services.
- Report concerns about neglect or abuse to the appropriate authorities (e.g., adult protective services).

### Transportation Emergencies:

- Assess the situation and ensure the safety of the client and yourself.
- If there is a car accident, call emergency services (e.g., 000) and provide details about the location and injuries.
- Assist the client in accessing medical care if needed.
- Contact transportation services (e.g., medical transportation provider) for assistance with arranging alternative transportation if necessary.

### Incident Reporting:

After the emergency has been resolved, the support worker will complete an incident report documenting the details of the incident, actions taken, and any follow-up required. This report will be filed according to organizational procedures.

## SECTION 4

### Additional Considerations

#### Medication:

- Consider any medications John may be taking, including blood thinners, which may affect bleeding control and first aid procedures.

#### Emergency Contact Information:

- Ensure that John's emergency contact information is readily available and up-to-date in case of emergencies.

#### Regular Review and Updates:

- Regularly review and update John's individual support plan to ensure it remains relevant and effective in meeting his needs and preferences.

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|  |  |           |                 |
|--|--|-----------|-----------------|
| <b>SECTION 5</b>   |  |           |                 |
| <b>Add case notes (at the end of Emergency Situation)</b>  |  |           |                 |
| <p>Assessor note: Sample case notes provided below students case notes must be based on the sample below however the wording may vary.</p> <p>(Approximate word count 215-235 words)</p> <p>Following the recent emergency where John sustained a deep cut wound while working with tools, the following updates have been made to his individual support plan:</p> <p>Emergency Procedures(students please write briefly the emergency procedures that you followed)</p> <ul style="list-style-type: none"> <li>• The support worker promptly administered first aid to control the bleeding and provided comfort and reassurance to John.</li> <li>• As John started showing symptoms such as dizziness, light headedness, and bleeding became uncontrollable emergency services were called immediately to request an ambulance, and relevant information about John's condition and medical history was provided.</li> <li>• Throughout the emergency, the support worker communicated and provided emotional support, and ensured John's safety until help arrived.</li> </ul> <p>Medication Management (Students include briefly about John's medication regimen and its compatibility with wound management and emergency procedures)</p> <ul style="list-style-type: none"> <li>• Consideration has been given to John's daily medication regimen, including the use of over-the-counter multivitamins and occasional eye drops for dryness. It has been noted that these medications do not interfere with wound management and emergency procedures.</li> </ul> <p>Review and Updates (Students include briefly the significance of regularly reviewing and updating John's individual support plan)</p> <ul style="list-style-type: none"> <li>• The individual support plan will be regularly reviewed and updated to ensure it remains relevant and effective in meeting John's evolving needs and preferences.</li> <li>• Any changes in John's health status, medication regimen, or support requirements will be promptly addressed and documented in his support plan.</li> </ul> |  |           |                 |
| Person completing this review:   |  | Date:     | ___ / ___ / ___ |
| Signature:   |  | Position: |                 |