



Disability services. Putting you first.

Your Health



Looking after your health

Being healthy means looking after how your body works, how you feel, and how you connect with others. Being healthy will look different for everyone. You decide what it looks like for you and how much support you need from Aruma to help you stay healthy and well.

This document lets you know what you can expect from Aruma when you agree to us giving you support with your health needs.

What you can expect from Aruma

If you access home and living support, we will help you to make a health plan. We will also do this if you access another type of Aruma service and ask for help with your health.

Your health plan will help us to understand your health needs. We will talk to you about things you can do to help you to stay healthy. These will be your health goals, and we will write these in your plan.

If you have a chronic health condition like epilepsy, diabetes, asthma or swallowing problems we will ask you to see a health professional. They will write extra plans to help us support you with your health needs. Your doctor will also need to write the medicines you take on a special chart, so we know what you need to take and when you need to take them.

If you access home and living services, we will ask you to visit your doctor every year for a health review. This is so the doctor can check whether you need to make any changes in the way your health is being looked after.

How can you help me with my health needs?

We can help you with health needs like

- Notice and act on signs that you may be unwell or getting worse.
- Supporting you to take your medicine.
- Arranging appointments with health professionals like your doctor, dentist and optometrist.
- Making sure the health professional understands your needs.
- Following health professionals' orders to support you to manage your health condition.
- Supporting you to make healthy choices to keep you fit and well. This includes things like eating healthy food and exercising.

We can include your family and friends in looking after your health if this is what you want. They might go with you to health appointments, help you understand what to expect, or help you to make choices about your health.

How much help will Aruma give me with my health?

We will respect your right to choose how you want to look after your health. We will give you person-centred active support. This means we will give you just the right amount of support to look after your health. Not too little, and not too much. We do this so you can do as much as possible for yourself.

We also have a responsibility to make sure you can look after your health safely. We will check that you understand how your choices might put your health at risk. If we are concerned, we will speak to your doctor and other people you have chosen to help you with health matters. We will work together with you to find the best way to keep you healthy and safe.

When your health changes

We take changes in your health seriously.

Our workers will

- Notice if you are unwell or getting worse.
- Follow your health plan and our emergency procedures.
- Call 000 in an emergency.
- Get clinical advice if it is not clear how urgent your symptoms are.
- Tell your family or authorised decision-maker, if you want us to and it is safe.
- Share important information with health professionals.
- Record what happened and what action was taken.

We will explain what is happening in a way you understand and help you make decisions about your health.

We may involve your family, supporters or authorised decision-maker if you want us to, your plan says we should, or the law requires it. This must not delay clinical advice from a qualified health professional.

How will you support me with my medicines?

Everyone who accesses Aruma home and living services will need their doctor to write their medicines on a special chart. They will also need their medicines packed by the chemist into a special container (called a Webster-pak). This is a safer way to take medicines.

If you want to look after your own medicines and take them by yourself, we will need your doctor to tell us that you can do this safely. If the doctor says this is OK, you will be able to keep your medicines locked safely in your room. If you choose not to take the medicine that the doctor has ordered, or we are concerned that you are not taking them safely then we will let your doctor know.

If Aruma staff help you to take your medicines, they will

- Store your medicines somewhere safe in the home.
- Give you your medications at the time they are ordered by your doctor and write this in the special chart.
- Watch you swallow your medicine and check on you after you have taken it to make sure you are alright.
- Tell your doctor if you choose not to take the medicine the doctor has ordered.

Some medicines need to be given in a way that Aruma staff cannot help you with. If you need medicines that we cannot help you with then we will try to find someone who can give you this support. If we cannot find someone then we might need to look at different support options.