

Consumer Directed Care in Residential Aged Care

The introduction of Consumer Directed Care (CDC) has to date been confined to the community care setting, however it seems likely that this model will be extended into residential aged care. This research will address the organisational climate and leadership changes imperative to successfully implement CDC in the residential care environment.

The successful implementation of CDC in residential aged care will be dependent upon addressing the organisational climate and leadership changes needed to support such an approach

The introduction of Consumer Directed Care (CDC) in Australia aims to increase the autonomy, independence and decision-making by consumers in relation to the care services they receive (DSS 2014).

The successful implementation of CDC in residential aged care will require a significant shift in culture for RACFs, from the traditional model of care to one of service delivery (Hills & Brightman 2014). The successful implementation of CDC in residential aged care will be dependent upon addressing the organisational climate and leadership changes needed to support such an approach.

In this project we will evaluate a seven-session



transformational training program directed at managers and staff using a cluster-randomised controlled trial (RCT) design.

The program aims to improve:

1. Quality of life of residents (primary outcome)
2. Workplace climate factors such as staff trust, teamwork/cohesion, communication and supportive workplace relations, and

3. Staff factors such as stress, job satisfaction and turnover.

The program will be evaluated for its effectiveness and sustainability, whether additional organisational support is required to sustain the above outcomes over 12 months, and whether it is a cost-effective improvement over both 'training only' implementation of CDC and 'usual care'.



Research Leader and Partners

Professor Marita McCabe is one of Australia's foremost clinical and research psychologists, whose findings have shaped research directions both in Australia and internationally. Professor McCabe is currently leading an NHMRC-funded project to address

organisational barriers that make the management of BPSD difficult. This NHMRC project provides a solid platform for the current study with an established and highly credentialed research team. The project is embedded in the aged residential care sector and industry

partners have been involved closely in the design, implementation and evaluation of the project. To date, the partners are Deakin, Queensland University of Technology (QUT) and a range of residential care facilities.



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Partners: Deakin, Queensland University of Technology (QUT) and a range of residential aged care facilities