



The sky's the limit with this stuff

Client and staff perspective on client centred care in residential substance dependence treatment

Esther L Davis¹, Peter J Kelly¹, Frank P Deane¹

Mark Buckingham²



¹School of Psychology, University of Wollongong

²Kedesh Rehabilitation Services, Berkeley NSW, Australia



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Client centred care



- the way care is delivered is equal to the care itself
- ethical
- effective
 - wellbeing
 - health status
 - treatment adherence
 - self-management



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Client centred care in substance dependence treatment

- Australian Commission on Safety and Quality in Healthcare (2011, 2012)
- client experience of stigma and disempowerment in health care (Lloyd, 2013; van Boekel et al 2013)
- actively involving clients may improve uptake and retention (Deering et al 2017; Strike & Gupta, 2017)
- clients express the desire for more involvement (Deering et al 2017, Hinsley & Kelly, under review)



Study: Kedesh client centred care model

EXAMPLES



Treatment - Training - Research



- staff initiate phone calls with clients on waitlist
- flexible extension
- permit re-entry after lapsing
- modified program length
- modified leave entitlements



Study: Kedesh client centred care model



AIM

- staff perspective on the defining features of the client centred model
- staff and client perspective on benefits and challenges of the model

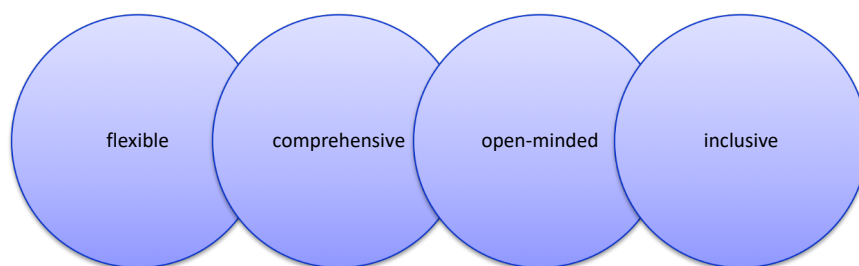
METHODS

- April 2018 to April 2019
- 4 client focus groups (N = 18)
- 8 staff individual interviews
- thematic analysis



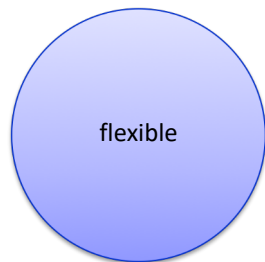
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DEFINING FEATURES (STAFF)



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DEFINING FEATURES

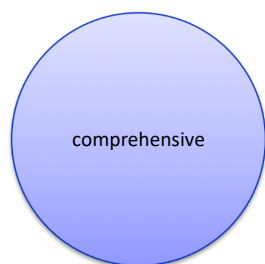


It's not one size fits all treatment, like what we traditionally thought about rehabbing in the past

*From the get go, "These are all your options, **what do you actually need out of treatment?** Is it outpatient? Is it residential? If it's residential, what is it going to look like? How long do you need?"*

Study: Kedesh client centred care model

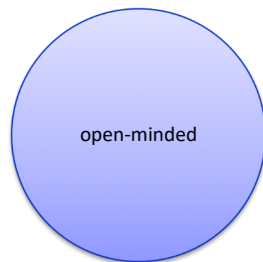
DEFINING FEATURES



*We **look at the overall context of the client** not just at Kedesh but in their life*

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DEFINING FEATURES



*When we first started moving towards it, it was a bit like, "Can we do this?" Like, "What are we allowed to do?" ... **But now it's kind of more of a conversation of, "Why or why not?"** Rather than, like a, "Yes or no you can or can't do it."*

Study: Kedesh client centred care model

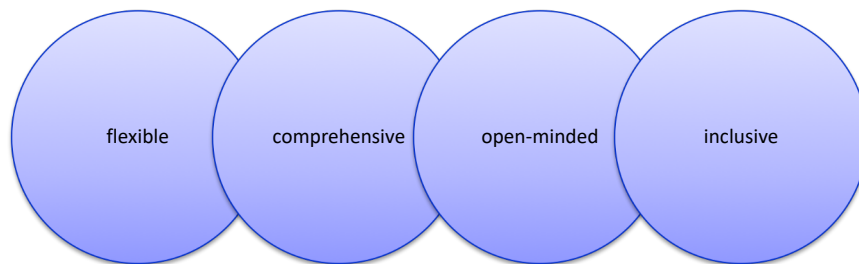
DEFINING FEATURES



*I feel a lot better around the decisions that we've made [now]. **We're actually considering the client, rather than just being very clinical and going through the procedures and ticking boxes** and you know, making these huge decisions that really affect peoples' lives just based on the procedure*

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DEFINING FEATURES



Study: Kedesh client centred care model

BENEFITS & CHALLENGES – flexible

BENEFITS

clients: individualised

staff: individualised

*... she's organised some time for my mental illness, I guess, and, like, **actually considered it**, which I haven't gotten from any other residential rehab before*

*They kind of, like, **customise** certain things to what we need, hey*

*There's no set, "this is what we provide". It's always essentially **what they need and the amount of support required***

Study: Kedesh client centred care model

BENEFITS & CHALLENGES – flexible

... it's sometimes difficult to make a decision because **you don't know what the boundaries and limitations actually are** and what framework or what sort of expectation are you working with. ... one person might think this is a really good idea "because of this", but then this person might think, "well actually, no because what about these things as well?"

... it's been thrown at us before, "You let him stay because he had a slip, why aren't you letting this bloke stay because he's had a slip?" ... **I think it's harder on the clients to be able to see why it's different from one person to the other.**

CHALLENGES

[no theme emerged]

staff: consistency



Study: Kedesh client centred care model

BENEFITS & CHALLENGES – comprehensive

BENEFITS

clients: holistic

staff: holistic

When you've got the case manager, the counsellor and all the other staff **you're really forced to focus on yourself as an individual** ...you can't just fit in with the herd and just fly under the radar by obeying all the rules

We look at creating a treatment plan that doesn't just fit being in rehab, but more so, what their problems are in general, **what they want to work on in life**

We're addressing things now that probably weren't addressed before ...



Study: Kedesh client centred care model

BENEFITS & CHALLENGES – comprehensive

*The therapy is a **lot more in depth** here than it is in other places, I've found ... I mean therapy is more challenging because I think **we're getting more done**. I mean it's hard because I think they're getting down to the nitty-gritty and it can get worse before you get better but not in a bad way*

*... because it is client-centred and we're changing the way we're doing things all the time, we talk about it, but **I don't know how well that often translates to the whole team**.*

*It is **difficult to manage** a bigger group of clients when you're trying to focus on their individual needs ...*

CHALLENGES

clients: confronting

staff: logistically complex



Study: Kedesh client centred care model

BENEFITS & CHALLENGES – open-minded

BENEFITS

clients: agency

staff: enterprising

*I think staff can feel like we're making meaningful change because **the change is coming from within**, rather than just doing what is told and doing it just to exist and we're getting told in the house – **because it's client based therefore a lot of decisions are coming from within us** ...*

*When you have a team of people that are giving input and saying, "**How about we try this or how about we do that?**" it actually is for the advantage to the client because you've got all of that different input coming in*

*It's **constant discussion and questioning** and you **share the load** as a team*



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BENEFITS & CHALLENGES – open-minded

*My experience has been I had **a lot of self-responsibility** with my care here, like, I'm the one that's brought a lot of it out and said what my needs are*

*They ask you a lot what you need and **I never know what I need***

*If we worked by a book, it'd be very easy to make decisions. "That person used, they get discharged, there's nothing to talk about". As opposed to, "This person used, okay, what was the situation? How did they respond when they came back? Were they honest about it?" All that turns into an hour-long conversation, which is **time consuming***

CHALLENGES

clients: uncertain

staff: resource intensive



Study: Kedesh client centred care model

BENEFITS & CHALLENGES – inclusive

BENEFITS

clients: compassionate

staff: satisfying

*... if something has been a little bit close to and I've got a bit teary or emotional about it towards the end of the group they always ask, "**Are you okay?**"*

*They **genuinely care** and explain why they're doing things*

*... when we started the client centred care it **boosted my confidence** so much because it was kind of that, "okay, it might be scary doing this new approach, but I do have good judgment"*

*I think that the advantage for staff is getting that genuine sense of doing what's best for the individual ... **that sense of we're doing what we can***



Study: Kedesh client centred care model

BENEFITS & CHALLENGES – inclusive

*Because it's not like a military school and staff encourage feedback, **there is an option that the power given to clients is used...** they could really come in from the door and be like, all right, that means **I can just whinge and complain about every little thing** and staff are going to be at my beck and call*

*There is an **ongoing pressure** in that you're always having to make a decision and you're not always going to know if that's going to be the **best or the right decision** at that time*

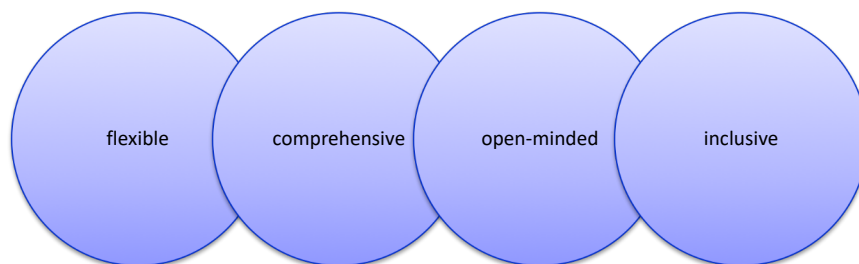
CHALLENGES

clients: unfair

staff: anxiety
provoking

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DEFINING FEATURES



General conclusions

client centred care is
an increasingly
important
policy & practice
consideration



**valuable &
challenging**
for both staff and
clients

implications

- guidelines
- cost-benefit analysis
- evaluation
- collaboration

Quant study: Kedesh client centred care model



Treatment - Training - Research

AIM

- acceptability and feasibility of the model to clients and organisation
- effectiveness of client centred care on outcomes

METHODS

- client longitudinal survey: wk1, wk4, wk7, 1-mo post, 6-mo post
- client centred measures: satisfaction, PREMs
- outcomes: substance use, service use, psychological wellbeing, recovery

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Dr Esther Davis
School of Psychology
estherd@uow.edu.au

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