

Enliven Maximising Independence



LUKE LOVES HIS INDEPENDENCE

Luke and his mother Yvonne have a vision for Luke's life which includes him flatting with other people and living as independently as he can.

They chose Individualised Funding (IF) because it allows true choice and flexibility about who they employ as Luke's staff. As their IF host, Enliven supports them with employment documents and issues as well as a comprehensive payroll system.

Yvonne acts as Luke's agent and they employ Jackie, who visits him twice a week to help with activities like shopping, cooking and making his bed.

Luke says Jackie makes him more independent because she teaches him skills.

"I feel comfortable with Jackie. If I have a problem with how the house is running, we talk about it.

She teaches me new computer skills, cooking tips and how to use the oven when I'm on my own."

Luke also loves chatting to Jackie about snowboarding, swimming and the Zumba classes he enjoys doing when he's not working at a pool and leisure centre.

"Jackie loves my laughter, my care of my flatmates, my kindness and my gentle heart."



CONNECTION IS KEY

George has always cherished his independence and he's not one to sit still when he can be out and about, getting things done and enjoying the garden at his rural property.

So when he was hospitalised for six weeks after his car collided with a large truck and trailer close to his house – 76-year-old George did not want to feel isolated at home while his broken bones mended and he couldn't drive.

Enter Maraea, one of Enliven's Counties Manukau support workers, who has worked with Enliven clients since completing a Skills Update training programme in Mangere five years ago.

In the six weeks that Maraea visited George at home, she supported him in meeting his goals for recovery and by helping with tasks like shopping and housework. George needed to stay connected with his community and to keep making his own decisions. Maraea supported him to achieve this. The two have developed a trusting relationship and enjoy a good giggle.

"Maraea is such a happy, helpful person. She always brings a smile to my face and is good at taking my cleaning advice," jokes George, who is now walking well again and is back in the kitchen where he loves to cook and bake bread.

"George has now met most of his goals and is almost fully independent."

Enliven Maximising Independence

Enliven maximises the independence of older people and those with disabilities or injuries. Our home support and community services enable people to live in their own homes, stay healthy and engage socially with others.

QUICK FACTS

- + Enliven services help over **4,000** people to live safely and independently in their own homes.
- + Over **700,000** hours of home support.
- + Over **625** staff deliver Enliven services.
- + **413** attendees at day programmes, conversation cafes, and home share groups.
- + Enliven services were delivered to **1,728** ACC and Individualised Funding clients.
- + **89%** of clients think the overall quality of Enliven's service is "very good".
- + **86%** of clients feel that they are respected by Enliven staff.
- + **89%** of clients believe that Enliven staff are trustworthy, safe, likeable and listen to them.
- + Enliven is the 2017 Careerforce Learning and Development Employer of the Year.

HOME SUPPORT

- + Enliven offers home support services ranging from short-term assistance to 24/7 support for more complex needs.
- + Support plans are tailored to each person's goals to meet their social, cultural and emotional needs.
- + Enliven partners with families and health providers to find the right solution for people's changing needs.
- + Enliven support workers have NZQA qualifications in home and community support and are supervised by service coordinators who are health professionals.
- + Enliven is the only ACC home-based support service lead provider that does not subcontract.
- + Enliven staff live in the local community and work with clients from diverse cultures.
- + Enliven goes beyond the minimum standards for home and community support by obtaining full and independent feedback from clients, through regular Results Based Accountability (RBA) surveys.
- + Enliven provides comprehensive support through contracts with the Ministry of Health and District Health Boards as well as ACC.
- + Enliven is a host provider for Individualised Funding which allows disabled clients to choose and manage their own support staff.
- + Funded clients are referred by ACC, local District Health Boards or Ministry of Health Needs Assessment and Service Co-ordination (NASC) agency.
- + Enliven's services are funded by local District Health Boards or privately.
- + Enliven tailors innovative programmes to meet community needs.



- + Waitemata – North Shore and West Auckland
- + Central Auckland
- + Counties Manukau and East Auckland
- + Waikato, including Hamilton City
- + Coromandel
- + Lakes
- + Bay of Plenty

COMMUNITY-BASED SUPPORT FOR OLDER PEOPLE

- + Enliven provides opportunities for social interaction, activities and outings based on older people's interests.
- + Enliven community support includes home share groups, day programmes, and conversation cafes.
- + Enliven works with some local parishes to run local support services such as conversation cafes.

INDIVIDUALISED FUNDING

- + Over 500 people with disabilities are supported to make their own decisions about managed support through Individualised Funding.

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