



# The Standard

May 2010

Newsletter for aged care home staff, managers, residents and their families



Davina Thurston (Clinical Educator), Marilyn Hollingsworth (Proprietor) Christine Halliwell (Executive Director of Nursing) from Geelong Aged Care.

## Education program wins Better Practice award

Geelong Aged Care in Victoria has been awarded a Better Practice in Aged Care Award for its education program.

The home's education program focuses on nurturing and enhancing staff knowledge and skills in order to provide best care practices for residents' wellbeing.

Geelong Aged Care's education program aims to create a workforce that reflects confidence in assessing residents' needs and delivering best care practices. Problematic to the program is shift work so various mediums and learning packages were developed and implemented, with the program always evolving to make education available to the whole workforce.










The education program encompasses a staff induction program, traineeship program, ensuring existing staff have access to contemporary practices, empowering staff and families through learning and enhancing their perceptions and appreciating the knowledge and abilities of existing staff.

Geelong Aged Care has conducted numerous Continuous Improvement projects based on providing quality care for people with dementia. These projects include extensive staff training to ensure person-centred practices are best practice for residents.

The key to the education program is ensuring staff understand the education information provided.

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Aged Care

Standards and Accreditation Agency Ltd



## Just a word



We are in the process of finalising details of an agreement with Aged and Community Care Victoria (ACCV) for them to conduct the three-day course – Understanding accreditation: a practical toolkit for homes, in Victoria, under a landmark partnership agreement.

I am looking forward to attending the first of our 2010 Better Practice series to be held in Adelaide later this month. We have been able to confirm a number of high profile speakers who will share their expert and practical advice on a wide range of topics. We have featured one of these speakers on page 5 of this issue of *The Standard*.

In future editions of *The Standard* we will feature a problem faced by some homes and obtain opinions from various experts on how to deal with that problem. The first 'Case in point' will feature the issue of smoking in aged care homes and dealing with the rights of residents alongside the duty of care of providers. If you have a question you would like us to follow up with appropriate experts, send an email to [editor@accreditation.org.au](mailto:editor@accreditation.org.au).

A handwritten signature in black ink, appearing to be 'Mark Brandon'.

Mark Brandon  
Chief Executive Officer

## Nursing services

We are often asked for clarification of item 3.8 Nursing services, in the Quality of Care Principles 1997. The principles state:

"Initial and on-going assessment, planning and management of care for residents, carried out by a registered nurse.

"Nursing services carried out by a registered nurse, or other professional appropriate to the service (eg. medical practitioner, stoma therapist, speech pathologist, physiotherapist or qualified practitioner from a palliative care team)".

While a registered nurse is responsible for the assessment and documentation of care, it is not essential that a registered nurse personally perform all assessments and write up all documentation.

Persons other than registered nurses, such as personal care assistants, can assist the registered nurse carry out the assessment, planning and management of care for residents. This could include performing measurements and making observations, and in general compiling information used for assessing residents' needs under a registered nurse's direction and supervision.

Item 3.8 lists a number of examples including palliative care; pain management; insertion, care and maintenance of tubes; catheter care; stoma care; wound management, tracheostomy care; oxygen treatment. Non-professional staff may perform these tasks subject to appropriate training and appropriate supervision by a relevant professional, and subject to assessment by a relevant professional that the services can be appropriately performed by those staff.

### Education program wins Better Practice award – Continued from page 1

The home facilitated this through the use of quizzes, crosswords, word finds and surveys. A six monthly award is presented in recognition of a staff member's commitment to ongoing education, e.g. attending all sessions, participating in quizzes and attending sessions in their own time.

Full day training programs always have fun activities to maintain engagement and interaction. Residents and families are invited to attend structured training programs, and sessions have also been developed especially for residents and families.

Geelong Aged Care's education program is committed to providing contemporary knowledge, appreciating the skills and abilities of the staff and empowering staff and families in enhancing their perceptions and appreciation of aged care nursing and actions.

## ACCV training partnership



ACCV CEO Gerard Mansour and Agency CEO Mark Brandon agree to work together for a shared goal

**Aged and Community Care Victoria will deliver the three-day course – Understanding accreditation: a practical toolkit for homes under a landmark partnership agreement through which the industry body will promote and conduct the course in Victoria.**

Aged Care Standards and Accreditation Agency Ltd Chief Executive Officer Mark Brandon said the partnership was a significant step forward.

“We recognise that we have shared goals around assisting the industry to provide quality care for residents. This partnership creates an opportunity to work together to achieve that goal,” Mr Brandon said.

“This formal relationship will leverage our respective

strengths and will provide efficiencies for both organisations.

“Our experienced trainers who are also registered aged care assessors, will facilitate the courses as part of the agreement, and we will continue to run courses in-house for those organisations that prefer we come to them.”

“Our experience with this project will enable both ACCV and the Accreditation Agency to explore other opportunities for collaboration.”

Details of the course in Victoria will be published on ACCV’s website [www.accv.com.au](http://www.accv.com.au). To arrange an in-house course, visit our website [www.accreditation.org.au](http://www.accreditation.org.au) or call 1800 728 589.

## Police checks

As part of legislative requirements, approved providers need to have policies and procedures in place that demonstrate management and monitoring of compulsory police checks, including for new staff and volunteers.

Approved providers should also be monitoring:

- the expiry dates of police checks
- that procedures for identifying upcoming expiry of police checks are working effectively
- that procedures ensure enough time has been allowed for a police check to be undertaken and returned before the expiry date; and
- storage, security and access policies are effective.

When assessing a home’s compliance with the Accreditation Standards, assessors check:

- that the home has a system to obtain and assess a police check for new and existing staff and volunteers, as well as contractors or consultants under the approved provider’s control
- that there is either a police certificate register or the police certificate is held
- that police certificates and information about police checks are stored and destroyed when appropriate so that it protects the personal information from misuse and loss and from unauthorised access, modification or disclosure.

In the case where police checks or a police check register is held offsite at a head office, approved providers need to demonstrate that they have a suitable system for managing and monitoring police check requirements. This may include a checklist maintained at the home, relevant policy and procedure documentation, and/or information faxed through from their head office.

Further information, including a template police check register, is available from the Office of Aged Care Quality and Compliance of the Department of Health and Ageing. The document is called ‘Police Certificate Guidelines for Aged Care Providers’ (updated 2009) – go to [www.health.gov.au/internet/main/publishing.nsf/Content/ageing-quality-factsheet-policechecks.htm](http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-quality-factsheet-policechecks.htm)

# Churches of Christ Care – an unexpected trip to Brisbane

Warrawee Aged Care Services in the rural town of St George in Queensland, provides ageing in place for 35 residents. In the March floods, the town was drastically affected, with roads cut off for days. The home was hard hit with 29 residents evacuated to Brisbane, four evacuated to local hospitals and one resident returned to the family home in St George.



Recently appointed Director of Nursing and Care Services, Bec Burgess, stated: "The whole exercise operated with military precision. The evacuation was a team effort encompassing Churches of Christ Care staff in the local area, the Queensland Ambulance Service, Queensland Health, the SES and local community providers and volunteers and we were fortunate to be able to transfer all residents to one of our other facilities, Moonah Park Aged Care Services in Mitchelton".

"Within a matter of hours the emergency evacuation plan was put into action. Residents' families were notified, bags were packed, plans were finalised and residents were on their way to Brisbane with the help of the Queensland Ambulance Service and a chartered aircraft," she said.

In Brisbane, the emergency response team for Churches of Christ Care were planning to receive the residents. Fortunately, two 10-bed cottages at the Moonah Park facility in Mitchelton were empty awaiting renovation, so residents were relocated to this facility. Under the direction of Director of Care David Swain, Director of Churches of Christ Care and Northern Regional Manager Sandy McClure, new beds were ordered, delivered and assembled whilst the cottages were cleaned, food and other supplies brought in and staffing and medical coverage arranged – all late on a Friday afternoon.

The residents finally arrived in Brisbane around 1am and arrived at Mitchelton via eight ambulances and a large bus around 2.15am. Allocating accommodation was tricky as many residents had not shared rooms for a very long time. Some residents required a secure environment and some residents with special mobility needs had to be allocated suitable areas.

Thankfully, flood waters in St George peaked lower than first expected and the aged care facility was spared from significant damage. Once floodwaters subsided and services became operational again it was decided to return residents back home – one week later.

Residents have now all settled back in to their home and have many stories to tell from their adventure.

One resident, Doris Lindores, said the surprise visit to Brisbane felt like a holiday. "When we were told we had to be evacuated, I was a bit worried, but the staff were marvellous and everything was organised so it was very smooth. They had people waiting to greet us with hot tea and coffee when we arrived, even though it was very late at night," Doris said.

Another resident said: "We had a week in Brisbane and it felt like a holiday. I had lots of visits from family members who live locally in Brisbane and even got to catch up with an old friend, which was lovely."

Many other positive comments were received from residents including:

'...from the time we landed in Brisbane we were treated as royalty...'

'...it wouldn't have been easy moving us all on a plane, yet the whole operation went like clock work...'

'...Everyone was absolutely wonderful...'

In general though, one resident summarised by saying "whilst it was lovely being away, it is always nice to come home".



# Designed to reduce stress

Small changes around a home can reduce stress on residents and staff. Better Practice keynote speaker Professor Ian Forbes of DesignInc and the University of Technology Sydney (UTS) will discuss how simple and inexpensive changes to the built environment can reduce stress and increase the quality of life for residents.

Ian is the chief investigator working with a research team from UTS undertaking a three-year dementia research project funded by the National Health and Medical Research Council.

"This project involves interventions (simple but important changes) to 20 residential aged care homes. Forty homes were originally audited and we're currently focusing on 20 aged care homes to implement inexpensive environmental changes to reduce stress for residents."

Professor Forbes has over 35 years experience in managing health facility development and health services planning.

He has worked for the World Health Organisation, overseas aid agencies AusAID and NZAid, and the Asian Development Bank and in many countries including Australia, Canada, China including Hong Kong, Malaysia, Laos, East Timor, Vietnam and in Africa and the Pacific Islands.

His research interests involve examining the issues surrounding planning and development for healthy, safe and resilient environments within health facilities, especially in aged care and dementia specific facilities.

"I focus my experience and the home's resources and knowledge to create quality environments which reconcile natural, social, urban and economic forces to provide beneficial impact for residents," Professor Forbes said.

Better Practice 2010 features speakers who will bring you practical advice on improving quality care for residents.

Better Practice conferences are recognised as providing the right balance between topics and speakers that challenge thinking while providing practical solutions.

Better Practice 2010 will include speakers on topics including key emerging issues for aged care, maximising technology, measuring corporate performance and outcomes for residents, balancing rights and obligations, governance,

leadership and facilitating change, effective resident assessment, continuing education and innovation.

This year there will be more interaction, more debate about topics on the program, with more facilitated discussions. And there will be more topic choices for the breakout sessions.

The focus is on learning from each other. Presenters and participants both have a lot to offer so this is a great opportunity to share and learn from each other.

*Professor Ian Forbes is a keynote speaker at Better Practice 2010. For more information or to register go to [www.accreditation.org.au](http://www.accreditation.org.au) or call 1800 728 589.*



# Recognising better practice

Our Better Practice in Aged Care Awards are a way of recognising and encouraging homes to strive to exceed the Standards and look at ways they can improve care for residents.

Homes who receive the award proudly display their certificate, and we promote the home's award through *The Standard* and on our website. Our state managers are often invited to travel to homes to present the award and join in the home's celebrations.

Our website lists all recipients of the award, along with a summary of the winning program and photos. Potential residents and their families regularly visit this area of the website for examples of homes that achieve better practice in a particular area.

When visitors to the website look at a winning home's site audit report on the website, there is a link to the home's award details. This is a valuable opportunity for homes to show they are exceeding the Standards and

have been recognised as demonstrating better practice.

Award winning homes may also present details of their program at one of our Better Practice conferences held around the country.

With a focus on research, continuous improvement and achieving better outcomes for residents, there is a rigorous assessment process involved in awarding a Better Practice in Aged Care Award. Homes must meet a set of criteria, and an expert judging panel analyses the

home's application and assessment team's recommendations. In 2009, 11 homes nationally were awarded a Better Practice in Aged Care Award.

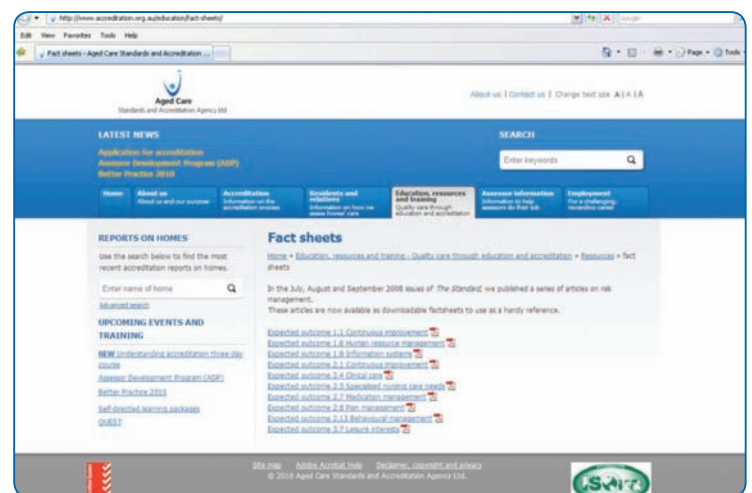


## New fact sheets

We have developed a range of fact sheets to help you with meeting particular expected outcomes.

The fact sheets cover the following topics:

- Behavioural management
- Clinical care
- Continuous improvement
- Human resource management
- Information systems
- Leisure interests
- Medication management
- Pain management
- Specialised nursing care needs.



You can download the fact sheets from our website [www.accreditation.org.au](http://www.accreditation.org.au).

# Entry into residential aged care can be prevented

Being underweight, having inadequate nutrition or low social activity can contribute significantly to the entry of older people into residential aged care, according to a study published recently in *Age and Ageing*.

In the study, 1000 Australians aged 65 and over were tracked for 12 years to determine why some ended up in residential aged care.

The most significant factors were older age, cognitive impairment, a low body mass index as well as certain gender specific factors, including for women, never being married and being underweight, and for men, inadequate nutrition and medical conditions.

"Changeable and improvable lifestyle factors such as physical activity, nutrition and social engagement are important because they influence overall health and whether you are able to function in daily living," said Professor Kendig.

Understanding all the contributing factors as to why some people move into residential care was essential to developing intervention strategies to help older people stay in their own homes as well as in improving their quality of life, he said.

The study was part of the Melbourne Longitudinal Surveys on Healthy Ageing led by Professor Browning (Monash University) and Professor Kendig (University of Sydney). It was funded by the National Health and Medical Research Council. The study was published in *Age and Ageing*, the journal of the British Geriatrics Society.

## Better Practice 2010 diary dates

Adelaide – 20-21 May

Hobart – 24-25 June

Perth – 22-23 July

Melbourne – 26-27 August

Sydney – 16-17 September

Brisbane – 14-15 October



For more information go to [www.accreditation.org.au](http://www.accreditation.org.au) or call 1800 728 589.

## Understanding accreditation: a practical toolkit for homes

Gain a comprehensive understanding of the accreditation process, audit principles and methodology through practical activity-based learning.

Workplace focused, providing participants with a range of 'take home' skills and tools that can be used within their homes.

Gain a better understanding of accreditation and how to demonstrate

compliance with the Accreditation Standards.

All participants receive a comprehensive range of resources and handbooks. For more information or to register for the course, visit [www.accv.com.au](http://www.accv.com.au) or [www.accreditation.org.au](http://www.accreditation.org.au). Or contact our education team on 1800 728 589.



## Courses and seminars dates and locations

| Courses |   |   |
|---------|---|---|
|         | Understanding accreditation: a practical toolkit for homes course – three day | Assessment fundamentals (aged care) course – five day |
| VIC/TAS | 31 May – 2 June 2010, Hobart  | 24-28 May 2010, Box Hill                              |
| QLD     | 7-9 June 2010, Stones Corner  |   |
| SA      | 15-17 June 2010, Modbury  |   |

| Seminars |                            |                           |                                       |   |
|----------|----------------------------|---------------------------|---------------------------------------|---|
|          | Continuous improvement     | Evidence-based practice   | Managing risk to avoid non-compliance | Achieving compliance with 1.8 Information systems |
| NSW      | 22 June 2010, Campbelltown |                           | 25 May 2010, Campbelltown             | 18 May 2010, Newcastle                            |
|          |                            |                           | 24 June 2010, Coffs Harbour           | 29 June 2010, Parramatta                          |
| VIC/TAS  | 30 June 2010, Box Hill     |                           | 18 June 2010, Box Hill                | 16 June 2010, Hobart                              |
| QLD      | 12 May 2010, Southport     | 20 May 2010, Townsville   | 29 June 2010, Southport               | 2 June 2010, Brisbane                             |
|          |                            |                           |                                       | 16 June 2010, Rockhampton                         |
| SA       |                            |                           |                                       | 26 May 2010, Glen Osmond                          |
| WA       | 31 May 2010, Mt Claremont  | 9 June 2010, Mt Claremont |                                       |   |



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### Contact information

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