



Application for Accreditation

Self-assessment prompts



Aged Care

Standards and Accreditation Agency Ltd

Standard 1 : Management systems, staffing and organisation development

Principle

Within the philosophy and level of care offered in the residential care service, management systems are responsive to the needs of residents, their representatives, staff and stakeholders, and the changing environment in which the service operates.

Please provide information that describes the **processes** that you use to achieve the expected outcomes in this Standard.

Self-assessment prompts

Under the following headings provide a brief description of your

- 1 Internal comments and comments and complaints system.
- 2 Human resources management system covering such aspects as:
 - how you assess how many staff you require and their skills
 - processes you use for managing human resources such as recruitment, position descriptions, performance management, staff development, terminations, relief arrangements for absent care staff, other. (Note: you may cover some of these issues under the Education and Staff Development expected outcomes)
- 3 Inventory and equipment management processes.
- 4 Information management systems covering such aspects as:
 - how you identify and collect key information
 - how you maintain and communicate key information to staff to enable them to do their jobs
 - how you ensure information is stored to protect privacy.
- 5 External contractor management processes.

Think about

In providing the relevant information think about

- How you **assess** what these systems need to deliver and address
- How you develop strategies and **plan** for each of these areas
- How you then **implement** those plans and strategies
- How you **monitor and review** the effectiveness of your strategies, plans and systems



Standard 1 : Management systems, staffing and organisation development

Principle

Within the philosophy and level of care offered in the residential care service, management systems are responsive to the needs of residents, their representatives, staff and stakeholders, and the changing environment in which the service operates.

Expected outcomes 1.1, 2.1, 3.1 and 4.1 Continuous improvement

The organisation actively pursues continuous improvement.

Please provide information that demonstrates what you have achieved in relation to these expected outcomes. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results.

Self-assessment prompts

If you have specific information relating to one Standard, simply put the information under a clear heading.

- Examples of improvements you have made for residents during the current period of accreditation in each of the four Standards
- Improvements you plan to make for residents in the next 12 months or beyond in each of the four Standards.
- Any other information you have that demonstrates that you actively pursue continuous improvement
- What performance measure you use

Think about

In providing the relevant information think about

- The processes you follow to choose specific improvement initiatives
- Why you select specific improvement initiatives
- How the improvements benefit the residents
- How staff and residents have input into your continuous improvement system, and how this increases the effectiveness of the system
- How you review the effectiveness of your improvements
- Methods used to
 - identify priorities for improving care and services to residents
 - evaluate effectiveness of improvements



Standard 1 : Management systems, staffing and organisation development

Principle

Within the philosophy and level of care offered in the residential care service, management systems are responsive to the needs of residents, their representatives, staff and stakeholders, and the changing environment in which the service operates.

Expected outcomes 1.2, 2.2, 3.2, and 4.2 Regulatory compliance

The organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines.

Please provide information that describes your **processes** in relation to these expected outcomes. (including information about each Standard if applicable). This expected outcome is about process and systems.

Self-assessment prompts

- If you have specific information relating to one Standard, simply put the information under a clear heading
- Provide a brief description of the method used to ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines relevant to each Standard
- If you have been found not to comply with any statutory requirements by a relevant regulatory authority, during your accreditation period provide information on what you did about it.
- What performance measure you use

Think about

In providing the relevant information think about

- How you become aware of relevant changes
- How you develop responses to identified changes
- How you communicate these responses to staff
- How you monitor staff compliance
- Examples of your responsiveness to recent changes in legislation or other requirements
- Any other information that demonstrates that your regulatory compliance systems are effective



Standard 1 : Management systems, staffing and organisation development

Principle

Within the philosophy and level of care offered in the residential care service, management systems are responsive to the needs of residents, their representatives, staff and stakeholders, and the changing environment in which the service operates.

Expected outcomes 1.3, 2.3, 3.3, and 4.3 Education and staff development

Management and staff have appropriate knowledge and skills to perform their roles effectively.

Please provide Information that demonstrates what you have achieved in relation to these expected outcomes. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results.

Self-assessment prompts

- How do you identify what staff need to know and identify the skills required for the different roles in your home
- How do you know that your staff on all shifts have the required skills. e.g.- assessment of skills and performance
- How do you assess/evaluate the relevancy of education to specific resident and staff needs (i.e.: how do you know that their education is responsive to needs)
- How do you ensure that new or temporary staff are able to fulfill the requirements of their role.
- What performance measures do you use

Think about

In providing the relevant information think about

- Recruitment selection criteria
- Examples of how you have reviewed education and training needs, initiatives and achievements flowing from the review
- Planning of education and its delivery
- Any information you have that shows the effectiveness of your education and staff development, eg feedback from staff, improved internal audit results
- Any other information you have that demonstrates management and staff have appropriate knowledge and skills to perform their roles effectively
- Your performance against other expected outcomes across all four Standards



Standard: 1 Management systems, staffing and organisation development

Principle

Within the philosophy and level of care offered in the residential care service, management systems are responsive to the needs of residents, their representatives, staff and stakeholders, and the changing environment in which the service operates.

Expected outcome 1.4 Comments and complaints

Each resident (or his or her representative) and other interested parties have access to internal and external complaints mechanisms.

Please provide information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents.

Self-assessment prompts

- Frequency of use of your comments and complaints mechanisms
- Evidence that comments and complaints are acted upon
- Feedback you have had from residents or representatives about the comments and complaints systems
- How you assist residents with access to comments and complaints mechanisms
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in relation to your comments and complaints systems that you are proud of
- What factors you take into account in handling comments and complaints
- Information you rely on to tell you about the performance of your comments and complaints systems, eg
 - comments and complaints received and time taken to resolve or action
 - types of comments and complaints received, ie one off or systemic
 - what changes were implemented because of the comments and complaints systems
 - what benefit there has been for residents because of the comments and complaints systems



Standard :1 Management systems, staffing and organisation development

Principle

Within the philosophy and level of care offered in the residential care service, management systems are responsive to the needs of residents, their representatives, staff and stakeholders, and the changing environment in which the service operates.

Expected outcome 1.5 Planning and leadership

The organisation has documented the residential care service's vision, values, philosophy, objectives and commitment to quality throughout the service.

Please provide a copy of the home's documented vision, values, philosophy, objectives and commitment to quality throughout the home to the assessment team at commencement of the audit. This expected outcome is about results.

Self-assessment prompts

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Think about

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Standard 1: Management systems, staffing and organisation development

Principle

Within the philosophy and level of care offered in the residential care service, management systems are responsive to the needs of residents, their representatives, staff and stakeholders, and the changing environment in which the service operates.

Expected outcome 1.6 Human resource management

There are appropriately skilled and qualified staff sufficient to ensure that services are delivered in accordance with these standards and the residential care service's philosophy and objectives.

Please provide information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results.

Self-assessment prompts

- Included any measures you use that demonstrate numbers and type of staff are appropriate and sufficient
- Feedback you receive from residents or representatives in relation to staffing levels and staff skills.
- Performance measures you use

Think about

In providing the relevant information think about

- What achievements in relation to your staffing and human resource management you are proud of.
- Information you rely on to tell you about your performance, eg
 - How frequently you undertake an analysis of your staff numbers, their qualifications, skill mix and supervision requirements
 - What you found from this analysis and what action you took in the past three months
 - How you measure your responsiveness day-to-day and over longer periods to meet resident needs
 - Staff turnover rates
 - recruitment process
 - How new or temporary staff fulfil requirements of their role
 - If you benchmark staff levels against other aged care homes, how this is done and what results you achieve.
- Your performance against all other expected outcomes



Standard 1: Management systems, staffing and organisation development

Principle

Within the philosophy and level of care offered in the residential care service, management systems are responsive to the needs of residents, their representatives, staff and stakeholders, and the changing environment in which the service operates.

Expected outcome 1.7 Inventory and equipment

Stocks of appropriate goods and equipment for quality service delivery are available.

Please provide information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results.

Self-assessment prompts

- Measures you use to monitor the adequacy and appropriateness of stock against the needs and preferences of residents
- Feedback you have had from residents or representatives about availability and appropriateness of goods and equipment
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements concerning inventory and equipment you are proud of.
- Information you rely on to tell you about availability, useability and appropriateness of goods and equipment, eg
 - how often stock or equipment has not been available or useable and what action was taken to rectify this including any changes to management systems
 - any reviews of your stock control process, the findings and any changes made because of those findings



Standard 1: Management systems, staffing and organisation development

Principle

Within the philosophy and level of care offered in the residential care service, management systems are responsive to the needs of residents, their representatives, staff and stakeholders, and the changing environment in which the service operates.

Expected outcome 1.8 Information systems

Effective information management systems are in place.

Please provide information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results.

Self-assessment prompts

- How you ensure and monitor that appropriate information is communicated to staff and used by them to meet resident needs
- Feedback you receive from staff, residents or representatives about resident or representative access to information about them, and how it assists them in making decisions about their care and lifestyle
- Performance measures you use

Think about

In providing the relevant information think about

Any achievements in relation to information management systems you are proud of.

- The factors you take into account to ensure information management systems are effective eg
 - how you ensure that residents' clinical and other information is current, comprehensive, communicated and used by staff for resident assessment, delivery of care and reviews and evaluation
 - how you ensure that storage and disposal of resident information provides for residents' dignity, privacy and confidentiality
- Any examples of improvements you have made to your systems as a result of evaluations



Standard 1: Management systems, staffing and organisation development

Principle

Within the philosophy and level of care offered in the residential care service, management systems are responsive to the needs of residents, their representatives, staff and stakeholders, and the changing environment in which the service operates.

Expected outcome 1.9 External services

All externally sourced services are provided in a way that meets the residential care service's needs and service quality goals

Please provide information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results.

Self-assessment prompts

- What performance measures you use and what they tell you about the effectiveness of the external service providers you use
- Feedback you receive from residents or representatives about the external services provided to them
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in relation to the services provided by external organisations or individuals you are proud of
- Specific benefits to residents because of your management of external service providers.
- The factors you take into account in establishing and coordinating the delivery of services by external organisations or individuals, eg
 - how your approach to monitoring ensures externally sourced services are effective in meeting residents' needs
 - where this monitoring has shown problems, provide examples of how you have dealt with them and how you reviewed any changes for effectiveness
- Any improvements external service providers have implemented to help you reach your quality service goals



Standard 2 : Health and personal care

Principle

Residents' physical and mental health will be promoted and achieved at the optimum level in partnership between each resident (or his or her representative) and the health care team.

Please provide information that describes the processes and outputs used in your home to achieve the expected outcomes in Standard 2.

Self-assessment prompts

Provide a brief description of the overall process within your home for

- How you **assess** residents' physical and mental health needs to achieve optimum levels of physical and mental health
- How you identify strategies and develop a **care plan** designed to meet these needs
- How you ensure that this **planning** is conducted in **partnership** with each resident and/or their representative and the health care team (such as medical practitioners, speech pathologists, physiotherapists, dieticians, psychogeriatricians and/or podiatrists).
- What monitoring systems you have in place to ensure that staff **practices** are **consistent** with the care plan
- How you **review** residents' ongoing physical and mental health needs, in partnership with each resident (or their representative), implement changes that may be required and **monitor the effect** of any changes
- If residents' physical and/ or mental health deteriorates, how you identify this, what actions you take and how you follow up the effectiveness of these actions
- How you ensure that medical practitioners regularly review the residents' needs and whether their instructions are carried out
- Feedback you receive from residents or representatives about services for residents' physical and mental health



Standard 2 : Health and personal care

Principle

Residents' physical and mental health will be promoted and achieved at the optimum level in partnership between each resident (or his or her representative) and the health care team.

Expected outcome 2.4 Clinical care

Residents receive appropriate clinical care.

Please provide information that demonstrates what results/outcomes for residents you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results.

Self-assessment prompts

- Performance measures you have in place reflecting residents' physical and mental health status and what these performance measures indicate to you about each resident's health status
- Feedback you receive from residents or representatives about services for residents' physical and mental health
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in clinical care you are proud of
- How many residents have care plans, how many care plans were reviewed in the past six months and how many reviews resulted in changes to the care plan
- Resident and representative involvement in determining clinical care and how you collect and record this
- Any analyses of your clinical care systems and identified trends (include any analyses of data collected about adverse incidents)
- What you found from undertaking the analyses, what follow up actions you took and how you monitor the effectiveness of any changes
- Results of any analyses into reasons for hospital admission
- Performance in all other expected outcomes in Standard 2



Standard 2 : Health and personal care

Principle

Residents' physical and mental health will be promoted and achieved at the optimum level in partnership between each resident (or his or her representative) and the health care team.

Expected outcome 2.5 Specialised nursing care needs

Residents' specialised nursing care needs are identified and met by appropriately qualified nursing staff.

Please provide information that demonstrates what results/outcomes for residents you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about process and systems.

Self-assessment prompts

- Performance measures you have in place to monitor the effectiveness of your specialised nursing care and what the performance measures tell you about the specialised nursing care needs of individual residents
- Feedback you receive from residents or representatives about their specialised nursing care.
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in specialised nursing care you are proud of
- The type and extent of specialised nursing care needs of your residents. (Some examples of specialised nursing care needs are in Schedule 1 of the Quality of Care Principles but specialised nursing care may go beyond those listed there)
- The results of any analyses of specialised nursing care that you have undertaken, including findings, trends identified changes implemented and evaluation of these changes
- How you ensure appropriately skilled staff are available to deliver the specialised nursing care needs of your residents
- How you monitor staff practices to ensure needs are met. (Note you may have already covered this in your description of processes for Standard 2)
- Performance in other expected outcomes that are relevant to specialised nursing care may be included here. However you do not need to repeat information. Rather, refer to the relevant section of the document
- Performance in all other expected outcomes in Standard 2



Standard 2 : Health and personal care

Principle

Residents' physical and mental health will be promoted and achieved at the optimum level in partnership between each resident (or his or her representative) and the health care team.

Expected outcome 2.6 Other health and related services

Residents are referred to appropriate health specialists in accordance with the resident's needs and preferences.

Please provide information that demonstrates what results/outcomes for residents you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results.

Self-assessment prompts

- Evidence that demonstrates residents are referred to specialists with regard to resident's preferences
- Feedback you receive from residents or representatives about their access and referrals to health and related services
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements you are proud of in this area
- The range of other health and related services required by your residents eg
 - types of health and related services that were accessed, such as, dietician, speech pathologist, physiotherapist, occupational therapist, psychogeriatric services
 - number of residents who were referred to other health and related services
 - how often these residents were seen by other health and related services
 - whether residents' care plans were updated as a result of a referral
- Performance in other expected outcomes in Standard 2 that are relevant to other health and related services may be included here. However you do not need to repeat information. Rather, refer to the relevant section of the document
- How you ensure that residents receive specialist care when appropriate

Standard 2 : Health and personal care

Principle

Residents' physical and mental health will be promoted and achieved at the optimum level in partnership between each resident (or his or her representative) and the health care team.

Expected outcome 2.7 Medication management

Residents' medication is managed safely and correctly.

Please provide information that demonstrates what results/outcomes for residents you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses.
This expected outcome is about results for residents.

Self-assessment prompts

- Results of analyses you have undertaken of your medication management systems including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents or representatives about their medication management.
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in medication management you are proud of
- Trends in any relevant data and performance measures you use in this area, eg
 - what types of medication errors have occurred such as
 - incorrect medication given
 - incorrect medication supplied
 - incorrect time of administration
 - incorrect route of administration
 - incorrect dose of medication
 - what were the underlying causes
- The prevalence of PRN (as required) medication and how often its usage is reviewed and monitored for its effectiveness
- How you ensure appropriately skilled staff are available to provide correct and safe medication management
- How you know staff follow appropriate and safe procedures
- How many residents (if any) self-manage their medication, how often their competence is reviewed, where the medications are stored and how correct and safe medication management is assured
- Analysis undertaken, examples of the findings (results) ,what you did with the findings (results) and how you evaluate changes made to your medication management system following analyses of data collected about medication incidents and/or adverse incidents
- Performance in other expected outcomes in Standard 2 that are relevant to medication management may be included under this expected outcome. For example, how antipsychotic medications use is identified and monitored



Standard 2 : Health and personal care

Principle

Residents' physical and mental health will be promoted and achieved at the optimum level in partnership between each resident (or his or her representative) and the health care team.

Expected outcome 2.8 Pain management

All residents are as free as possible from pain.

Please provide information that demonstrates what results/outcomes for residents you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents.

Self-assessment prompts

- Results of any analyses you have undertaken of your pain management systems including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents or representatives about their pain management
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in pain management you are proud of
- Trends in any relevant data and performance measures you use in this area, eg
 - how many residents currently on a pain management program
 - how often their program has been reviewed for effectiveness
 - the prevalence of PRN (as required) medication for pain and how often its usage is reviewed and monitored for its effectiveness
- Factors you take into account in the development of strategies for pain management, including alternative therapies and individual resident's choice.
- How you assess, develop, implement and support pain management programs for residents with impaired communication skills
- Performance in other expected outcomes that are relevant to pain management



Standard 2 : Health and personal care

Principle

Residents' physical and mental health will be promoted and achieved at the optimum level in partnership between each resident (or his or her representative) and the health care team.

Expected outcome 2.9 Palliative care

The comfort and dignity of terminally ill residents is maintained.

Please provide information that demonstrates what results/outcomes for residents you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents.

Self-assessment prompts

- Results of any analyses you have undertaken of your palliative care programs including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents or representatives about your palliative care program
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in palliative care you are proud of
- Your approach to palliative care, eg
 - access to palliative care specialists
 - in-house management
 - specific training in palliative care, and/or numbers of staff skilled in palliative care
 - development of specific palliative care plans or review of existing care plans for palliation of individual residents
 - examples of tangible results of knowledge of and respect of resident's end of life care preferences
 - complementary/alternative therapies according to resident's preferences
 - specialised equipment enabling effective and individualised palliation
- Performance in other expected outcomes that are relevant to palliative care. For example, the provision of spiritual care that is given during the end stages of a resident's life



Standard 2 : Health and personal care

Principle

Residents' physical and mental health will be promoted and achieved at the optimum level in partnership between each resident (or his or her representative) and the health care team.

Expected outcome 2.10 Nutrition and hydration

Residents receive adequate nourishment and hydration.

Please provide information that demonstrates what results/outcomes for residents you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses.
This expected outcome is about results for residents.

Self-assessment prompts

- Results of any analyses you have undertaken of the nutrition and hydration program including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents and representatives about nutrition and hydration.
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in relation to nutrition and hydration you are proud of
- Trends in any relevant data and performance measures you use in this area, eg
 - information about trends in resident weight and actions taken as a result of those trends.
Please give examples of the results
- Information you have on how effectively you support residents with eating and digestive disorders, eg
 - swallowing issues
 - dexterity issues
 - residents with cognitive issues
 - how you manage these residents (such as using specialists to assess needs and develop strategies)
- Any changes to the preparation and presentation of food that have been made as a result of your monitoring either for individuals or for residents as a whole
- Examples of specific strategies/interventions such as the use of aids/positioning/supervision while eating and drinking
- Specific examples of how hydration is encouraged and promoted. For example, additional drinks during hot weather, the provision of food high in fluids – eg jellies, fruits
- Performance in other expected outcomes that are relevant to nutrition and hydration. For example, the provision of sleep, oral and dental care, medication management, behavioural management



Standard 2 : Health and personal care

Principle

Residents' physical and mental health will be promoted and achieved at the optimum level in partnership between each resident (or his or her representative) and the health care team.

Expected outcome 2.11 Skin care

Residents' skin integrity is consistent with their general health.

Please provide information that demonstrates what results/outcomes for residents you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses.

This expected outcome is about results for residents.

Self-assessment prompts

- Results of any analyses of skin care achievements including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been.
- Feedback you receive from residents and representatives about skin care.
- Performance measures you use.

Think about

In providing the relevant information think about

- Any achievements in relation to skin care you are proud of
- Trends in any relevant data and performance measures you may use, eg
 - number of residents with skin integrity issues and provide examples of the types of issues including skin tears, pressure areas, complex and chronic wounds, if any.
 - number of residents with pressure related skin integrity issues and how many of these residents skin integrity shows measurable improvement.
 - access to personnel who are skilled in identifying and managing skin integrity issues.
 - access to specialised products/equipment to assist in the prevention and management of skin integrity, including healing of wounds.
- Factors you take into account in developing skin care strategies. Examples of risk factors, if any, that may have led to the existing skin integrity issues of your residents and describe strategies employed to minimise these factors. For example, low body weight, bony prominences, nutrition, diabetes, incontinence, immobility, sensory loss, MRSA. Also include results, if any, about the success of strategies used
- Performance in other expected outcomes that are relevant to skin integrity. For example, mobility, dexterity and rehabilitation, continence management, sensory loss, nutrition and hydration



Standard 2 : Health and personal care

Principle

Residents' physical and mental health will be promoted and achieved at the optimum level in partnership between each resident (or his or her representative) and the health care team.

Expected outcome 2.12 Continence management

Residents' continence is managed effectively.

Please provide information that demonstrates what results/outcomes for residents you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents.

Self-assessment prompts

- Analysis you have undertaken into the effectiveness of your continence management program, including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents and representatives about continence management
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in relation to continence management you are proud of
- Trends in any relevant data and performance measures you use in this area, eg
 - number of residents assessed as requiring urinary and/or faecal continence management
 - numbers of residents with both urinary and faecal incontinence
 - how often individual programs have been reviewed and changed
 - number of residents requiring an individual toileting program to maintain social continence
 - how effectiveness of individual toileting programs have been monitored
 - access to personnel who are skilled in identifying and monitoring continence issues
 - access to specialised products/equipment to support individual continence management
- Factors you take into account in developing continence management strategies. Examples of risk factors, if any, that may have led to the existing continence issues of your residents (ie: dementia, surgery, pre existing disease states) and describe strategies employed to minimise the impact of these factors in your continence management program.
- Performance in other expected outcomes that are relevant to continence management. For example, medication management, behavioural management, mobility, dexterity and rehabilitation, sleep and sensory loss, nutrition and hydration



Standard 2 : Health and personal care

Principle

Residents' physical and mental health will be promoted and achieved at the optimum level in partnership between each resident (or his or her representative) and the health care team.

Expected outcome 2.13 Behavioural management

The needs of residents with challenging behaviours are managed effectively.

Please provide information that demonstrates what results/outcomes for residents you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents.

Self-assessment prompts

- Analysis you have undertaken into the effectiveness of your behavioural management program, including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents and representatives about behavioural management
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in relation to behaviour management you are proud of.
- Trends in any relevant data and performance measures you use in this area, eg
 - number of residents identified as requiring a behavioural management program
 - number and types of incidents recorded as relating to challenging behaviour. For example verbal aggression, physical aggression towards staff, other residents and/or visitors, absconding
 - strategies that you have identified as the most effective in managing challenging behaviour
 - factors you take into account in developing behavioural management strategies. Examples of risk factors, if any, that may have led to the existing behavioural issues of your residents such as relocation to the home, death of a loved one, dementia, pain, incontinence, past history, restraint. Describe strategies employed to minimise the impact of these factors on the individual's interaction with others
 - fire safety and evacuation issues
- What factors you take into account in developing behavioural management strategies around issues of restraint and numbers of residents currently holding restraint authorisations. Include how many authorisations state for "safety"
- The effect challenging behaviour of residents has on other residents, for instance, how often people have been detrimentally affected by sleep disruptions, or verbal or physical assault and what has been done about it
- Access to skilled professionals and personnel who can identify and manage challenging behaviour
- Evaluation of restraint
- Performance in other expected outcomes that are relevant to behavioural management. For example, the provision of sleep, pain management, recreational and lifestyle programs, nutrition and hydration, choice and decision making, independence



Standard 2 : Health and personal care

Principle

Residents' physical and mental health will be promoted and achieved at the optimum level in partnership between each resident (or his or her representative) and the health care team.

Expected outcome 2.14 Mobility, dexterity and rehabilitation

Optimum levels of mobility and dexterity are achieved for all residents.

Please provide information that demonstrates what results/outcomes for residents you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses.

This expected outcome is about results for residents.

Self-assessment prompts

- Analysis you have undertaken into the effectiveness of your mobility, dexterity and rehabilitation program, including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents and representatives about mobility, dexterity and rehabilitation
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in relation to mobility, dexterity and rehabilitation you are proud of
- Trends in any relevant data and performance measures you use in this area, eg
 - number of residents assessed as requiring a mobility, dexterity and rehabilitation program
 - of these residents, numbers that are currently participating in a mobility, dexterity or rehabilitation program
 - number of falls recorded per month and what action has been taken to minimise falls and maximise opportunities for mobility
 - access to specialised products/equipment to support individual mobility and dexterity management
 - number of residents who have maintained or improved their mobility and dexterity as a result of using specialised equipment/assistive devices or rehabilitation programs
- What factors you take into account in developing strategies in this area. Examples of risk factors, if any, that may have led to the existing mobility and dexterity issues of your residents such as existing contractures, surgery, injury, dementia, pain, incontinence, history, use of restraint, podiatry issues. Describe strategies employed to minimise the impact of these factors on the individual's ability for mobility and dexterity. Include strategies and outcomes of rehabilitation programs
- Fire safety and evacuation issues
- Access to skilled professionals and personnel who can identify and develop strategies to support the individual's mobility, dexterity and rehabilitation
- Performance in other expected outcomes that are relevant to mobility, dexterity and rehabilitation. For example, pain management, medication management applicable to residents with existing disease states, leisure interests and activities, choice and decision making, independence, specialised nursing care



Standard 2 : Health and personal care

Principle

Residents' physical and mental health will be promoted and achieved at the optimum level in partnership between each resident (or his or her representative) and the health care team.

Expected outcome 2.15 Oral and dental care

Residents' oral and dental health is maintained.

Please provide information that demonstrates what results/outcomes for residents you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents.

Self-assessment prompts

- Analysis you have undertaken into the effectiveness of your oral and dental program, including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents and representatives about oral and dental care
- What performance measures you use

Think about

In providing the relevant information think about

- Any achievements in relation to oral and dental care that you are proud of
- Trends in any relevant data and performance measures you use in this area, eg
 - number of residents diagnosed with an oral disease or dental problems
 - what you have done to maximise opportunities for appropriate management, for instance, referrals to oral practitioners, staff training and skills
 - number of residents who have been placed on an oral and dental program
- What factors you take into account in developing oral and dental care strategies. Examples of factors, if any, that may have led to the oral and dental care issues of your residents such as existing disease states, ill fitting dentures, dementia, pain, challenging behaviour. Describe strategies employed to minimise the impact of these factors on the individual's ability to participate in oral and dental care strategies
- Access to specialised products/equipment to support individual oral and dental care strategies
- Access to skilled professionals and personnel who can identify and develop strategies to support the individual's oral and dental care strategies
- Performance in other expected outcomes that are relevant to oral and dental care. For example, palliative care, nutrition and hydration, pain and medication management, behavioural management



Standard 2 : Health and personal care

Principle

Residents' physical and mental health will be promoted and achieved at the optimum level in partnership between each resident (or his or her representative) and the health care team.

Expected outcome 2.16 Sensory loss

Residents' sensory losses are identified and managed effectively.

Please provide information that demonstrates what results/outcomes for residents you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents.

Self-assessment prompts

- Analysis you have undertaken into the effectiveness of your sensory loss activities, including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents and representatives about management of sensory loss. What do they say about the results and how is this information recorded
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in relation to management of sensory loss you are proud of
- Trends in any relevant data and performance measures you use in this area, eg
 - number of residents identified as having an assessed visual, hearing or other sensory loss such as lack of sensation caused by injury or stroke
 - what you have done to maximise opportunities for appropriate management, for instance, referrals to optometrists, ophthalmologists, audiologists, complimentary therapists, stroke management and rehabilitation, staff training and skills
 - Specific strategies to manage sensory loss for individual residents such as loss of taste and smell
- What assistive devices are used and how you know they are appropriate and maintained.
- What factors you take into account in developing sensory loss management strategies. Examples of factors, if any, that may impact on the management of individual residents such as insensitivity to temperature and pressure (scalds, sunburn, pressure areas), fire safety, environmental issues, fall and injury
- Performance in other expected outcomes that are relevant to sensory loss. For example, palliative care, nutrition and hydration, pain and medication management, behavioural management, specialised nursing care



Standard 2 : Health and personal care

Principle

Residents' physical and mental health will be promoted and achieved at the optimum level in partnership between each resident (or his or her representative) and the health care team.

Expected outcome 2.17 Sleep

Residents' are able to achieve natural sleep patterns.

Please provide information that demonstrates what results/outcomes for residents you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents.

Self-assessment prompts

- Analysis you have undertaken into the effectiveness of your approaches to sleep management, including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents and representatives about management of sleep. What do they say about the results and how is this recorded
- Performance measures you use

Think about

In providing the relevant information think about

- What achievements in relation to management of sleep you are proud of
- Trends in any relevant data and performance measures you use in this area, eg
 - number of residents who are able to maintain their preferred sleep pattern
 - numbers of residents who have a sleep pattern that is identified and supported by staff routines
 - number of residents who are prescribed night-time sedation
 - use of alternative/complimentary therapies in the promotion of individual sleep patterns
- What factors, if any, that may have led to the existing sleep issues of your residents such as existing disease states, dementia, pain, unresolved grief, privacy. Describe strategies employed to minimise the impact of these factors on the individual's ability for effective sleep
- Access to specialised products/equipment to support individual sleep strategies. For example, mattresses, music, massage and relaxation
- Access to skilled professionals and personnel who can identify and develop strategies to support the individual's sleep strategies
- What factors you take into account in developing sleep management strategies
- Performance in all other expected outcomes that are relevant to sleep. For example, palliative care, nutrition and hydration, pain and medication management, environment, continence, emotional support



Standard 3 : Resident lifestyle

Principle

Residents retain their personal, civic, legal and consumer rights and are assisted to achieve active control of their own lives within the residential care service and in the community.

Please provide information that describes the processes used in your home to achieve the expected outcomes in Standard 3.

Self-assessment prompts

Provide a description of the overall process within your home for:

- How you **identify** how each resident wants to live their life and how you **assess** the level of support they need to achieve that lifestyle
- How you identify strategies and develop a **plan** that enables residents to achieve their preferred lifestyle
- How you ensure that this planning is conducted in partnership with each resident and/or their representative
- How you ensure that plans you have developed are put in **practice** and how you monitor their effectiveness
- How you **review** the effectiveness of the plans, implement changes and **monitor the effect** of these changes
- How you monitor staff attitudes, behaviours and practice in relation to the expected outcomes in this Standard



Standard 3 : Resident lifestyle

Principle

Residents retain their personal, civic, legal and consumer rights and are assisted to achieve active control of their own lives within the residential care service and in the community.

Expected outcome 3.4 Emotional support

Each resident receives support in adjusting to life in the new environment and on an ongoing basis.

Please provide information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents.

Self-assessment prompts

- Analysis you have undertaken into the effectiveness of the emotional support required by and given to residents including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents and representatives about supporting emotional needs
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in relation to emotional support you are proud of
- Trends in any relevant data and performance measures you use in this area, eg
 - number of residents identified as having on-going emotional support needs or needs related to issues such as, depression, significant events, cognitive disabilities, long term transition needs
- What factors you take into account in delivering emotional support
- What forms of emotional support you provide initially and ongoing when residents move into your home, including examples of support for residents with depression, cognitive disabilities, long term transition needs and during a significant event
- What have been the most effective in meeting the resident's needs and how do you know this
- Performance in all other expected outcomes that are relevant to emotional support. For example, palliative care, pain and medication management, behavioural management



Standard 3 : Resident lifestyle

Principle

Residents retain their personal, civic, legal and consumer rights and are assisted to achieve active control of their own lives within the residential care service and in the community.

Expected outcome 3.5 Independence

Residents are assisted to achieve maximum independence, maintain friendships and participate in the life of the community within and outside the residential care service.

Please provide information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents.

Self-assessment prompts

- Analysis you have undertaken into the effectiveness the strategies for the maintenance of resident independence, including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents and representatives about assisting residents to achieve maximum opportunities for independence
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in relation to maximising resident independence you are proud of, such as, individual case studies, or projects
- Trends in any relevant data and performance measures you use in this area, eg
 - range of opportunities available to residents to assist them inside and outside the home
 - evaluations of effectiveness of your programs that provide such opportunities
 - number of residents who can feed, dress and wash independently
 - what factors you take into account in providing opportunities for independence, eg resident abilities and preferences
 - how you balance management of clinical care needs with maximising individual independence
 - cultural and linguistic needs and preferences
 - spiritual needs and preferences
 - financial independence
- What strategies you use to maximise independence including strategies for cognitively impaired residents, eg
 - how you identify each individual's need and capacity for independence
 - how you assist with participation
 - how you monitor and review the effectiveness of your strategies
- Performance in all other expected outcomes that are relevant to independence. For example, palliative care, pain and medication management, behavioural management, mobility dexterity and rehabilitation, security of tenure



Standard 3 : Resident lifestyle

Principle

Residents retain their personal, civic, legal and consumer rights and are assisted to achieve active control of their own lives within the residential care service and in the community.

Expected outcome 3.6 Privacy and dignity

Each resident's right to privacy, dignity and confidentiality is recognised and respected.

Please provide information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents.

Self-assessment prompts

- Analysis you have undertaken into the effectiveness of the strategies for the maintenance of resident privacy and dignity, including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents and representatives about management of resident privacy and dignity
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in relation to privacy and dignity you are proud of
- Trends in any relevant data and performance measures you use in this area, eg
 - information from comments and complaints and surveys that may relate to privacy and dignity
 - how often strategies have been reviewed
- What factors you take into account to ensure each resident's right to privacy, dignity and confidentiality is recognised and respected, eg
 - resident preferences
 - staff training, skills and conformance with policies
 - physical environment arrangements
- What range of strategies you use to ensure recognition of residents' rights to privacy, dignity and confidentiality
- How you monitor staff attitudes and behaviour in relation to privacy and dignity
- How you balance privacy and dignity requirements with other expected outcomes in health, personal care, and lifestyle, such as palliative care, and continence management, choice and decision making, mobility, dexterity and rehabilitation, behavioural management



Standard 3 : Resident lifestyle

Principle

Residents retain their personal, civic, legal and consumer rights and are assisted to achieve active control of their own lives within the residential care service and in the community.

Expected outcome 3.7 Leisure interests and activities

Residents are encouraged and supported to participate in a wide range of interests and activities of interest to them.

Please provide information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents.

Self-assessment prompts

- Analysis you have undertaken into the effectiveness of leisure interest and activities programs, including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents and representatives about leisure and activities programs
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in relation to leisure interests and activities you are proud of
- Trends in any relevant data and performance measures you use in this area, eg
 - information from surveys, comments and complaints on resident/representative satisfaction with activities programs and support for them
 - range of activity offered
 - regular participation rates by individuals
- What factors you take into account in delivering leisure interests and activities, eg
 - resident abilities and preferences
 - available opportunities
- Strategies used to encourage and assist participation by residents in preferred activities having regard to the range of support needs of residents such as, degree of frailty, cognitive ability, sensory loss, mobility and dexterity
- Strategies to meet the needs of residents with cognitive impairment, for example Strategies used to identify, assess and encourage residents with cognitive impairment to participate in a range of activities of interest to them
- How you identify the individual needs and interests of residents and involve them in the development and review of their program
- Performance in all other expected outcomes that are relevant to leisure and activities. For example, palliative care, pain and medication management, behavioural management, mobility dexterity and rehabilitation, security of tenure



Standard 3 : Resident lifestyle

Principle

Residents retain their personal, civic, legal and consumer rights and are assisted to achieve active control of their own lives within the residential care service and in the community.

Expected outcome 3.8 Cultural and spiritual life

Individual interests, customs, beliefs and cultural and ethnic backgrounds are valued and fostered.

Please provide information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents.

Self-assessment prompts

- Analysis you have undertaken into the effectiveness of strategies to value and foster the interests, customs, beliefs, cultural and linguistic backgrounds of your residents, including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents and representatives about the way you value and foster individual interests, customs, beliefs and cultural and ethnic backgrounds
- Performance measures you use

Think about

In providing the relevant information think about

Any achievements concerning the cultural and spiritual life you are proud of

- Trends in any relevant data and performance measures you use in this area, eg
 - the types of cultural, religious and ethnic backgrounds of residents you have in your home
 - any analyses of the individual needs and preferences of residents and whether these have been met
- What factors you take into account in providing appropriate support for the cultural and spiritual life of residents, eg
 - resident abilities and preferences
 - how you balance management of clinical care needs with cultural and spiritual values and individual expression
 - catering requirements
 - available opportunities
- What strategies do you have to ensure that you foster an environment to support individual cultural, ethnic and religious beliefs
- How you know that staff value and foster an environment to maintain residents' cultural and spiritual needs
- How often you review the strategies you use and know that any changes made are effective (are residents/representatives involved)
- Performance in all other expected outcomes that are relevant to cultural and spiritual life. For example, palliative care, pain and medication management, behavioural management, mobility dexterity and rehabilitation, nutrition and hydration, emotional support, choice and decision making



Standard 3 : Resident lifestyle

Principle

Residents retain their personal, civic, legal and consumer rights and are assisted to achieve active control of their own lives within the residential care service and in the community.

Expected outcome 3.9 Choice and decision-making

Each resident (or his or her representative) participates in decisions about the services the resident receives, and is enabled to exercise choice and control over his or her lifestyle while not infringing on the rights of other people.

Please provide information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents.

Self-assessment prompts

- Analysis you have undertaken into the effectiveness of strategies to maximise the participation of residents in decisions and exercise of choice and control over their lifestyle, including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents and representatives about the way you support resident choice and decision-making
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements concerning choice and decision-making you are proud of
- Trends in any relevant data and performance measures you use in this area, eg
 - resident survey results
 - comments and complaints information
- What factors you take into account in enabling residents choice and decision-making within the home, eg
 - how you accommodate individual preferences and reconcile these with other obligations regarding duty of care and your organisation's values
 - how you assist residents who have cognitive impairment, and residents from culturally and linguistically diverse backgrounds
- The strategies you have in place to ensure each resident is enabled to exercise choice and control over their lifestyle while not infringing on the rights of other people
- Examples of situations where residents have requested services outside the standard program. For example, alternative therapies, assistance with meeting sexual needs, access to and use of alcohol
- Performance in all other expected outcomes that are relevant to choice and decision making. For example, palliative care, pain and medication management, behavioural management, mobility dexterity and rehabilitation, nutrition and hydration, emotional support, choice and decision making



Standard 3 : Resident lifestyle

Principle

Residents retain their personal, civic, legal and consumer rights and are assisted to achieve active control of their own lives within the residential care service and in the community.

Expected outcome 3.10 Resident security of tenure and responsibilities

Residents have secure tenure within the residential care service, and understand their rights and responsibilities.

Please provide information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents.

Self-assessment prompts

- Analysis you have undertaken into the effectiveness of strategies to ensure security of tenure of residents,, including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been.
- Feedback you receive from residents and representatives about security of tenure.
- Performance measures you use.

Think about

In providing the relevant information think about

- Any achievements concerning resident security of tenure you are proud of.
- Trends in any relevant data and performance measures you use in this area, eg
 - resident survey results
 - comments and complaints information
- What factors you take into account in delivering security of tenure and an understanding of responsibilities, eg
 - form and forums in which information about residents' rights is provided to residents
 - how often it is reviewed
 - how you deal with residents from cultural and linguistic diverse backgrounds
 - how staff are informed of resident rights and specified services
- Strategies that are in place to ensure that residents have secure tenure within the residential care service and understand their rights and responsibilities, eg
 - staff training and skills
 - ageing in place
 - advice for residents
 - holidays
 - hospitalisation
- Performance in all other expected outcomes that are relevant to security of tenure. For example, behavioural management, mobility dexterity and rehabilitation, emotional support, choice and decision making



Standard 4 : Physical environment and safe systems

Principle

Residents live in a safe and comfortable environment that ensures the quality of life and welfare of residents, staff and visitors.

Please provide information that describes the processes used in your home to achieve the expected outcomes in Standard 4.

Self- assessment prompts

- Under the following headings provide a description of the overall processes within your home:
- Provision of a safe and comfortable living environment
- Occupational health and safety
- Fire, security and other emergencies
- Infection control
- Catering, cleaning and laundry services

Think about

In providing the relevant information think about:

- How you **assess** whether the physical environment is safe and comfortable and ensures quality of life
- How you develop strategies and **plan** for the physical environment and safe systems
- How you then **implement** those plans and strategies
- How you **monitor and review** your strategies, plans and systems for management of the physical environment and safety



Standard 4 : Physical environment and safe systems

Principle

Residents live in a safe and comfortable environment that ensures the quality of life and welfare of residents, staff and visitors.

Expected outcome 4.4 Living environment

Management of the residential care service is actively working to provide a safe and comfortable environment consistent with residents' care needs.

Please provide information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents.

Self-assessment prompts

- Analysis you have undertaken into the effectiveness of the safety and comfort of residents, including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from residents and representatives in relation to safety and the comfort of the environment
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements concerning the living environment you are proud of
- Trends in any relevant data and performance measures you use in this area. Such as
 - number of environmental issues identified for action within a set period climate control, maintenance, building security
 - numbers that were actioned
 - what you have monitored or reviewed about the home's environment in relation to safety and comfort of residents and the extent to which it meets residents' needs
- What factors you take into account in delivering a safe and comfortable environment that is consistent with the residents' care needs
- How you have assessed the effectiveness of any changes made to the physical environment
- How do you monitor the security of the internal and external environment for residents with or without challenging behaviours
- How do you monitor staff practices in relation to restraint
- Performance in all other expected outcomes that are relevant to living environment. For example, behavioural management, mobility dexterity and rehabilitation



Standard 4 : Physical environment and safe systems

Principle

Residents live in a safe and comfortable environment that ensures the quality of life and welfare of residents, staff and visitors.

Expected outcome 4.5 Occupational health and safety

Management is actively working to provide a safe working environment that meets regulatory requirements.

Please provide information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results.

Self-assessment prompts

- Analysis you have undertaken into the effectiveness of occupational health and safety, including what is done well, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you have received on occupational health and safety issues
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements in relation to occupational health and safety you are proud of
- Trends in any relevant data and performance measures you use in this area, eg
 - types of OHS incidents reported
 - any underlying issues the analysis of incidents has shown
 - what action has been taken
 - how the actions have been reviewed for effectiveness
- What you provide to enable employees to work safely
- What factors you take into account in delivering occupational health and safety, eg
 - findings of OHS audits
 - issues raised at OHS committee
 - how the home ensures appropriate equipment is available to meet the needs of residents (eg air mattresses, high/low beds, hoists etc)
 - how staff work practices are monitored
- Performance in all other expected outcomes that are relevant to occupational health and safety. For example, behavioural management, mobility dexterity and rehabilitation, specialised nursing care, palliative care



Standard 4 : Physical environment and safe systems

Principle

Residents live in a safe and comfortable environment that ensures the quality of life and welfare of residents, staff and visitors.

Expected outcome 4.6 Fire, security and other emergencies

Management and staff are actively working to provide an environment and safe systems of work that minimise fire, security and emergency risks.

Please provide information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results.

Self-assessment prompts

- Analysis you have undertaken to test whether staff and residents and their representatives know what to do in the case of fire, security and other emergency situations, what issues have been identified, how you have responded to those and how effective those responses have been.
- Feedback you receive from residents and representatives or other parties (for example independent fire inspection reports) in relation to fire security and other emergencies.
- Performance measures you use.

Think about

In providing the relevant information think about

- Any achievements concerning fire, security and other emergencies you are proud of.
- Trends in any relevant data and performance measures you use in this area, eg
 - number of incidents concerning fire, security or other emergencies that have occurred, eg
 - exits obstructed, hazardous chemical spills
 - what action you took
 - how the actions were reviewed for safety and effectiveness
- What factors you take into account in delivering a safe environment and safe systems, eg
 - how you identify and assess risks
 - what major risks you have identified for your home
 - what strategies you have in place to address identified risks
- Fire detection systems
- Your most recent Certification Inspection Report and Fire Safety Declaration
- What monitoring processes you have, what they have found and what you have done as a result of any findings, such as, monitoring to ensure exits are free of obstruction
- Independent fire equipment and building inspection reports and actions taken in relation to any recommendations
- Staff and resident training you provide concerning fire, security and other emergencies eg
 - number of fire drills you have conducted
 - numbers of staff involved
 - involvement of residents
- Any certificates you have received in regards to regulatory requirements for fire and security or other emergencies
- How you review and monitor the effectiveness of evacuation plans
- Maintenance records or logs for equipment tests or checks
- How chemicals are stored
- What information is available for staff in relation to other emergency situations



Standard 4 : Physical environment and safe systems

Principle

Residents live in a safe and comfortable environment that ensures the quality of life and welfare of residents, staff and visitors.

Expected outcome 4.7 Infection control

An effective infection control program.

Please provide Information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results.

Self-assessment prompts

- Analysis you have undertaken into infection control practices and procedures, what issues have been identified, how you have responded to those and how effective those responses have been
- Feedback you receive from staff, residents and representatives or other parties in relation to infection control
- Performance measures you use

Think about

In providing the relevant information think about

- Any achievements concerning your infection control program you are proud of
- Trends in any relevant data and performance measures you use in this area, eg
 - the types of infection that have been evident in your home
 - the frequency of these infections
 - what action you have taken to improve infection control
 - how the infections and the actions taken affected residents
- What factors you take into account in ensuring infection control, eg
 - how you identify and assess risks
 - what the major risks are that you have identified for your home
- What strategies you have in place to address those risks, eg
 - maintenance of equipment
 - appropriateness of equipment for its usage
- The staff induction, training and monitoring practices you have in place
- Do infection surveillance and monitoring programs include infections that do not require the use of antibiotics?
- Strategies you have in place to deal with potential pandemic outbreaks



Standard 4 : Physical environment and safe systems

Principle

Residents live in a safe and comfortable environment that ensures the quality of life and welfare of residents, staff and visitors.

Expected outcome 4.8 Catering, cleaning and laundry services

Hospitality services are provided in a way that enhances residents' quality of life and the staff's working environment.

Please provide information that demonstrates what you have achieved in relation to this expected outcome. This can include performance measures and/or any other evidence your organisation uses. This expected outcome is about results for residents (and others).

Self-assessment prompts

- Analysis you have undertaken into your hospitality services and the way in which they enhance residents' quality of life and the working environment of staff, what issues have been identified, how you have responded to those and how effective those responses have been (Note: consider providing this information under the three headings – catering, cleaning and laundry)
- Feedback you receive from staff, residents and representatives or other parties in relation to hospitality services (Note: consider providing this information under the three headings catering, cleaning and laundry)
- Performance measures you use (Note: consider providing this information under the three headings – catering, cleaning and laundry)

Think about

In providing the relevant information think about

- Any achievements concerning the catering, cleaning and laundry you are proud of.
- Trends in any relevant data and performance measures you use in this area, eg
 - number of comments and complaints regarding hospitality services
 - responses to resident surveys
 - number of issues actioned
 - effectiveness of any actions taken as a result of comments and complaints and surveys
 - information to show that equipment for all hospitality areas is well maintained, fit for purpose and used appropriately
 - satisfaction with meals
 - rate of loss of clothing during laundering
 - incidence of clothing deterioration during laundering
 - timeliness of return of clothing
- What factors you take into account in delivering catering, cleaning and laundry, eg
 - how you identify resident needs and preferences
 - how you monitor satisfaction levels
 - how you monitor staff and/or contractor performance





Notes

