



New module focus on residents



We recently introduced **Assessment module 13**. This module is about how homes ensure residents issues, concerns and points of views are considered.

We have a set of *Assessment modules* to ensure a broad review of each residential aged care home's care of residents. These aim to identify any issues of concern regarding the delivery of care and services to residents and to assist residential aged care homes in achieving compliance with the Accreditation Standards.






Assessment module 13, which has been introduced as a result of assessor feedback, considers

information gathered from resident and representative interviews as a means of directing enquiry about a home's performance against the Accreditation Standards.

Victoria Crawford, General Manager Accreditation said, "Our aim is to ensure that we focus on the voice of the residents' as part of the accreditation process, and that their points of view are taken into consideration."

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Quality
ISO 9001
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How we go about our business

This month's issue of *The Standard* provides an update of the resources that are available for the use of the industry and consumers.

While we are in the peak period of this round of accreditation, we continue to review the feedback that each home provides us. Senior staff review all responses including written comments to allow us to review our performance and improve how we go about our business.

The feedback is generally positive and we continue to use all feedback to look at areas of improvement of our work, and that also includes feedback from assessors in relation to performance of homes.

Residents and representative feedback is the focus of Assessment module 13, a new Assessment module. This module was developed to ensure we focus on the voice of the residents' as part of the accreditation process.

Copies of the Assessment modules can be downloaded for free from our website at www.accreditation.org.au. The Assessment modules are a handy tool for homes to conduct their self-assessments.

We have also launched a commencing services package. This package aims to provide all commencing residential aged care homes with an introduction to the accreditation process. The package includes a complimentary copy of the *Results and processes guide*, *Pocket guide to the Accreditation Standards* and the latest copy of *The Standard* and the special three-part risk management editions, a wall planner, *Accreditation Standards* flyer, our education, QUEST and seminar brochures as well as the Better Practice 2009 dates and brochure.

Mark Brandon
Chief Executive Officer

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"As part of our support contacts, we are very keen to hear from residents and their representative regarding their personal preferences, beliefs and attitudes towards the care they receive from their care home."

An unannounced visit may include assessment using an *Assessment module*, or a combination of modules, and

considers information from previous visits. The visit may also include assessment against other specific expected outcomes. These *Assessment modules* may also be used in relation to the conduct of announced visits.

Visit www.accreditation.org.au for further information about the *Assessment modules*.

Helpful websites by Accreditation Standards

Training Innovation Mentoring and Education (TIME) for Dementia aims to provide flexible, multidimensional education to allied health, medical and nursing professionals and healthcare students.

The site contains education modules aimed to assist health professionals to care for people with dementia. These are free to download after registering. The TIME website can be easily located by aged care homes on our website.

However, dementia care is not the only area on which we provide a comprehensive information source.

For all residential aged care homes striving to improve or comply with the Accreditation Standards, we have a whole range of resources and helpful website links on our website page, *Helpful websites by Accreditation Standard*.

By visiting www.accreditation.org.au, you will find a convenient one-stop shop of links to information.

General Manager Accreditation, Victoria Crawford, said "Our list of resources on this page is continually being expanded and updated and currently contains over 100 links to other useful websites."

"The resources can be used to find additional information on a topic for use in training or personal professional development, or improving or suggesting an improvement to a process."



Preventing falls



The 'Star' project aims to reduce falls in residential aged care homes through supporting staff to become practice change leaders in the implementation of clinical guidelines.

Evidence-based practice is considered a gold standard -the best approach available. The 'Star' signals that achieving evidence-based best practice deserves a gold star. The project is led by the National Ageing Research Institute in collaboration with the University of Queensland and the University of Tasmania. It is one of five projects in Round one of the Encouraging Best Practice in Residential Aged Care Program, funded through the Australian Government Department of Health and Ageing.

The two year project is at its mid point with the nine residential aged care homes across Tasmania, Victoria and Queensland rolling out falls prevention actions determined through an action research process. At each residential aged care home staff are involved in taking action to reduce falls through developing and initiating falls prevention action plans, staff training sessions and implementing environmental modifications and hip protectors.

Staff are addressing issues specific to their homes and resident populations when developing the action plans. One home, for example, has developed a resident footwear program as one of their action plans after identifying that many residents were wearing footwear that was either inappropriately fitted or unsafe in some way.

Homes are also hosting innovative interactive and multidisciplinary falls prevention training expos at their respective homes. This process not only maximises the reach of falls prevention training to as many staff within each home as possible, it also provides a falls prevention training resource that will be available to the homes longer term. The training runs with the motto that "Falls prevention is everyone's responsibility".

Most importantly it helps staff put themselves in their residents' shoes; claiming the session was "valuable – I really appreciate what residents have to put up with" and "I now know how sensory deprivation feels".

For more information contact Emma Renehan on 03 8387 2377.

In-house training

Baptist Community Services brought in educators from the Aged Care Standards and Accreditation Agency to deliver a series of seminars on accreditation preparation direct to its care staff.

Several of Baptist's 22 sites across NSW and the ACT benefitted from the 'organisation-direct' assessor courses.

The seminars are usually delivered off-site to representatives from different residential aged care homes, but by bringing the one and a half hour sessions 'in-house,' Baptist was able to ensure all relevant staff could benefit without having to reorganise shift patterns.

June Heinrich, CEO for Baptist Community Services, said the seminars were successful in teaching staff how to turn data into action and how to use resident feedback in order to improve care standards.

"By the end, I think all staff in attendance had a greater awareness of continuous improvement across all areas," she says. "Staff were also very appreciative of the training which came from skilled facilitators who clearly had extensive knowledge of the subject."

June also highlighted the staff turnover rate seen within many aged care facilities. "It is always good to undertake ongoing training as you just cannot assume that the staff you have now are the same staff you had three years ago," she said.



Expected outcome 2.8 Pain management

Recent evaluation of non-compliance in residential aged care homes has shown that if homes fail in meeting expected outcome 2.8 Pain management, they appear to have a poor understanding of the process of pain management from appropriate assessment to the implementation of interventions and the constant review required to ensure residents are as free as possible from pain.



Our review of reports showed residential aged care homes do not always provide information about whether a home provides alternative approaches to pain management. One of two assumptions could be made, either alternative approaches are offered and not documented by the home, or the home's poor performance in the outcome includes no alternative pain management approaches.

General Manager Operations, Ross Bushrod, said: "It is important to recognise the various signs of pain and links with other expected outcomes, for instance, a resident displaying challenging behaviours or continence problems may actually be in pain.

"It is also important to constantly review pain management interventions to ensure they are individualised for each resident and continue to ensure residents are as free as possible from pain".

Assessment team performance so far in 2008/09

We rely on your feedback to guide our performance and senior staff review all feedback about our assessors that we receive.

All feedback provided to us is collated by Datatime, an independent organisation that ensures all feedback and comments remain confidential. Anonymous responses including written comments, allow us to use this to judge our performance and continuously improve our services. Naturally, if you want a response to a concern raised in a comment form you will need to include your contact details.

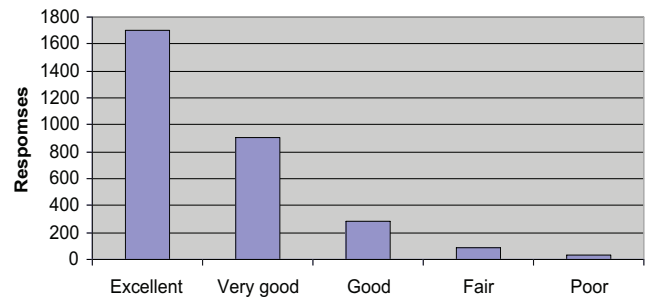
The number of responses and feedback continues to be high and has not declined while we are in the peak accreditation round. The overall satisfaction rating has continued to be rated good to excellent (94%), with a small percentage (4%) as fair to poor.

Here's how you rated us from July 2008 to March 2009.

Overall satisfaction

Rate	Responses	%
Excellent	1615	53%
Very good	950	31%
Good	300	10%
Fair	90	3%
Poor	44	1%
N/A	36	1%
Total	3035	100%

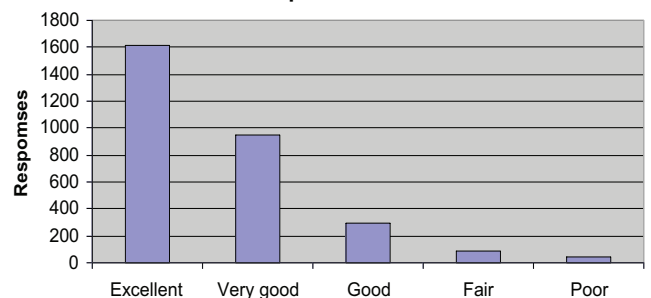
Q13 - The flexibility of the assessment team during the visit



Q10 - The politeness of the assessment team

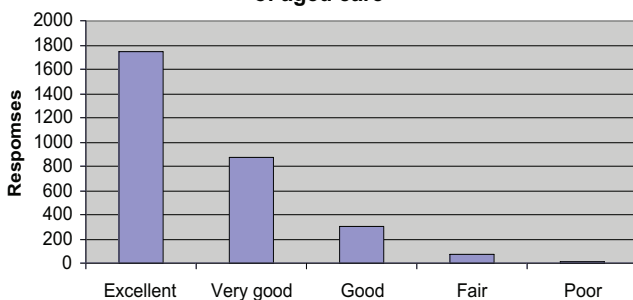


Q16 - Overall, how would you rate the assessment team's performance?

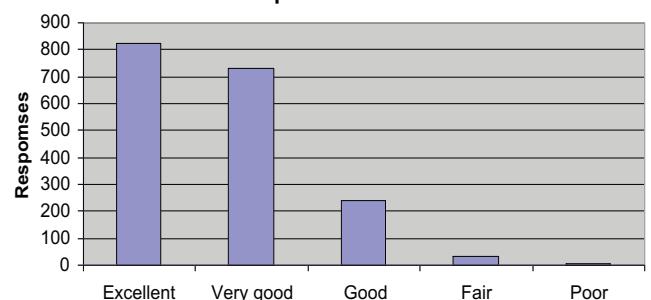


Site audit visit only

Q11 - The team's knowledge and understanding of aged care



Q17 - The advice that the Agency provided about the home's responsibilities for the audit



Launceston 25-26 June

Early bird registration closes Friday 12 June 2009


Better Practice 2009 conferences:

Sydney	23 - 24	July
Melbourne	10 - 11	September
Perth	15 - 16	October
Brisbane	5 - 6	November

"Informative, excellent organisation and good networking opportunities"

"Excellent! Excellent! Wonderful speakers. I always learn so much from better practice"

Seminars

Aged Care  Standards and Accreditation Agency Ltd

Seminars

The series of one-day seminars to the industry aims to equip key personnel with the skills and knowledge that will improve quality of care for residents.

Organisation-direct training

Our seminars can be delivered direct to your organisation at your nominated facility. For more information contact 1800 728 589 or visit our website www.accreditation.org.au/education/organisation-direct-seminars to download an Expression of interest form to receive a detailed proposal.

Seminars			
	Evidence-based practice	Continuous improvement	Managing risk to avoid non-compliance
NSW /ACT	23 June 2009, St Ives	11 June 2009, Armidale	
QLD		2 June 2009, Stones Corner	16 June 2009, Hervey Bay
SANT			18 June 2009, Darwin
WA			17 June 2009, Broome

For more information, visit our website www.accreditation.org.au/education or call 1800 728 589.

Education conference 2009

Melbourne 11-12 June

Improve your training effectiveness



The Aged Care Standards and Accreditation Agency is pleased to announce the inaugural Education conference

The Education conference offers an exciting learning opportunity for staff whose responsibility it is to plan and implement effective learning and development strategies. Those who will benefit include chief executive officers, directors of nursing, quality managers, nurse educators and learning and development professionals.

Learn how to:

- ✓ deliver high organisational performance
- ✓ implement best practice guidelines
- ✓ be a key driver in change management.

Visit our website www.accreditation.org.au in the lead-up to the Education conference to view further details. Or contact our events team on **1800 728 589** or email education@accreditation.org.au for more information.



Aged Care

Standards and Accreditation Agency Ltd

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