



## ISQua accreditation achieved

We have now been formally accredited by the International Society for Quality in health care (ISQua) – recognition that our performance as an accrediting body has been successfully assessed by peer reviewers against international standards.

This follows being the first accreditation organisation to gain ISQua accreditation for its assessor training and management program in 2007/08.

ISQua is the international body that accredits accreditation bodies and is recognised worldwide for promoting quality in health care. ISQua accredits many of the major accreditation and external evaluation organisations around the globe including most of the larger accrediting bodies in Australia [www.isqua.org](http://www.isqua.org).

Chief Executive Officer, Mark Brandon said: "This peer review involved a comprehensive self-assessment followed by three international surveyors visiting our office for one week to assess our policies and procedures across every aspect of our Company, interviews with management, staff and directors, as well as visits to homes, discussions with Directors of Nursing and observations of an actual audit. The process

was very thorough and I offer my congratulations to everyone for their dedication to quality in everything they do.

The ISQua report stated that "ACSAA provides a comprehensive accreditation programme."

"The strengths of the organisation are considerable and include: leadership from the Board, CEO and Executive Management Team, staff and assessor training and development, a well-qualified and experienced assessor workforce, stakeholder engagement, wide range of well-designed education materials, public information including the website and published audit reports, the design and establishment of Better Business software IT programme to streamline the accreditation processes, a sound risk management framework, and an enduring commitment to quality improvement both within and by aged care providers," ISQua said.



## Meet Karen Malloch

Karen Malloch is an assessor in our Perth office and began as an assessor in January 2009.

### What is your background?

I moved to Perth from Scotland a year ago, and I have a varied career background, originally trained as a registered nurse in mental health in the '80s. From there I worked in various projects including homeless services, drugs and alcohol services and in community mental health. I also worked for a while with Alzheimer's Scotland. For the past six years I was an officer with the Scottish Commission for the Regulation of Care which is the regulating body in Scotland for all care services, so the job was similar except we visited all types of services including child care, day care and learning disability services.

### How do Scotland's standards differ to Australia?

In Scotland there are 20 standards in aged care with themes around moving in, settling, day to day life including health care, medication, environment and moving on. The standards reflect good practice and are written from a service users point of view.

### What do you love about your job?

I love the contact with people. I enjoy meeting residents and finding out about their lives. I also love the travel. It's a privilege to visit so many wonderful places, that I probably would never normally see.

### Tell us something about yourself?

I have a partner and a fourteen year old daughter. I love the idea of being fit however that doesn't always translate into practice. I love getting out and trying new restaurants and different places. I also love reading any books that are not fussy, watching Dr Who (David Tennant), but hate housework.



## Tips for assessors: Promoting a resident focus when assessing.

Some considerations for assessing include:

- It's a good idea to ask the management of the home if there are any residents or representatives who may wish to speak with the team. This, as well as using other sampling techniques, ensures residents are involved in the assessment.
- Starting the visit with resident/representative interviews has many benefits. These include setting the tone for the visit and providing management with time to attend to any urgent tasks. It also allows more residents to be interviewed as some residents like to nap in the afternoon, do activities, or may become restless at sunset.
- Ensure a good sample size of residents/representatives is interviewed for all resident focused expected outcomes. This includes interviewing a broad range of residents, including those who do not speak English, respite residents and residents who are bed bound. The updated Audit handbook has further information on sampling techniques. The updated Results and processes guide records resident feedback for most expected outcomes so it is important check this before a visit.
- Consider spending more time interviewing residents rather than increasing the number of care plans reviewed – results are often best shown during resident/representative interviews and followed up by looking at records of what has occurred, for instance, progress notes.
- When interviewing, it is important to not only ask about satisfaction but also about processes, for instance, rather than asking “is your pain managed well?” you could ask “what happens when you have pain? What do the staff do?” This confirms the process is sustainable and consistently applied.

To read more about resident interviews, go to page 42 of the *Audit handbook*.

## Protected information - message to all staff and external assessors

The *Aged Care Act 1997* has strict rules regarding protected information. Part 86-1 defines protected information (relevant sections) as “information that was acquired under or for the purposes of this Act; and either is personal information; or relates to the affairs of an approved provider...”:

All Agency staff and external assessors should therefore be careful not to discuss or provide protected information to people external to the Agency unless otherwise authorised to do so. This includes:

- maintaining adequate email security including ensuring only the assessor or staff member can access the account

- not discussing the happenings of a home, or a resident's personal circumstances with family, friends, or other individuals.

Speak to your State Manager if you have any questions.



## We want your feedback

Each year we review the Results and processes guide, Assessment modules and Audit handbook. We are seeking feedback from assessors and staff who use these documents.

If you would like to provide feedback, please go to <http://www.accreditation.org.au/assessors/assessor-handbooks-and-resources/> and click on the survey links.