



# The Standard

June 2010

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



Left to right front row: Heather Nicholson, Alison Sherratt (holding the award), Heather Ireland and Ini Janssen.  
Left to right back row: Sue Snow, Byron McCabe, Jill Lee and Jean Dodd.

## Memories of my youth

St Agnes Lodge in Port Macquarie has been awarded a Better Practice in Aged Care Award for its program aimed at bridging the intergenerational gap.

The program was developed in conjunction with the home's residents and St Josephs Primary School, Port Macquarie.

The program was devised to assist residents, who have little or no contact with the youth of today. The aims and objectives of the program are to develop and nurture a bond between young and old, using integrated resources within the Catholic parish and then expand to the broader community.

The intergenerational gap has come about due to families no longer

living as close knit as they used to and residents settling away from their families in their retirement. Staff found that the majority of residents only received visits from their children, grandchildren and great grandchildren at traditional celebration times.

Residents have joined school students at different events and locations linking together for projects such as:

- Memories book project – A memory book through the eyes of a child, with some very simple questions asked by students, giving the residents a chance to take a step back and remember their own childhood, while the students gain an understanding of how life has changed.

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Aged Care  
Standards and Accreditation Agency Ltd



[www.accreditation.org.au](http://www.accreditation.org.au)

## Just a word



**Dr Ron Fitch OBE PhD ME FIEAust was a special guest speaker at Better Practice Adelaide last month and he's a great example of healthy ageing. We were excited to have him step in to be the final speaker and talk about his life 'on the wallaby' and his life time in the railways.**

Dr Fitch is an Adelaide local centenarian who earned recognition from Guinness Book of World Records when his thesis on South Australian railways made him the oldest recipient of a PhD.

Dr Fitch was born in 1910 into a railway family. He began his career as a 16 year old engineering cadet and completed it, 46 years later, having worked at various times for two state railways and the Commonwealth, as Commissioner of South Australian Railways.

Today Dr Fitch lives in a self care apartment at Angulong Apartments Masonic Homes, and the audience were inspired by his account of his extensive career travels (on the wallaby) and of the camaraderie of the greater railway community, often experienced in the most trying of conditions. Many people at Better Practice commented on how inspiring Dr Fitch was and how honoured they were to hear him tell his story.

Mark Brandon  
Chief Executive Officer



## Continuing professional education

An important component of the Royal College of Nursing Australia's (RCNA) Life Long Learning Program (3LP) is awarding Continuing Nurse Education (CNE) points to college workshops, seminars and conferences, and to accredited or endorsed activities provided by other organisations.

Aged Care Standards and Accreditation Agency Ltd has recently been awarded Royal College of Nursing Australia (RCNA) Authorised Provider of Endorsed Courses (APEC) status, and our educational activities attract RCNA CNE points for attendees.

As an example, attendance at Better Practice Adelaide attracted 12 RCNA CNE points, 13 if you also attended the optional breakfast session.

As an independent aged care organisation, our underpinning philosophy is that we can support your quest for high quality care through a combination of accreditation, education activities and information.

Go to the education section of our website [www.accreditation.org.au](http://www.accreditation.org.au) to learn more about the education we provide and their respective RCNA CNE points.



# Justice, respect and fullness of life for all

**CEO of Anglicare SA, Dr Lynn Arnold AO will bring a wealth of knowledge as well as local and international experience to this year's Better Practice program.**

Speaking at conferences in Adelaide, Hobart, Perth, Sydney and Brisbane, Lynn will bring his own perspective on issues including the future landscape of aged care; leadership and change; governance and innovation. His local insights are sure to provide food for thought at the end of a day of intense discussion and debate.

While Lynn has extensive experiences to share, he said his presentation is about bringing together the vast knowledge and experiences from other speakers and making it all relevant to everyday activities in aged care.

"Whether we are from small, large, rural, remote or metropolitan homes, we can all learn from each other. While the experiences of others might seem a million miles away from our own day to day environment, I'm looking forward to listening to other speakers and demonstrating how we can all learn from their experiences – and that despite our varying challenges, we have one common goal, to provide justice, respect and fullness of life for all our residents."

As CEO of Anglicare SA, Lynn is responsible for overseeing the state's largest non-government agency involved in aged care, welfare delivery and community development, with more than 1,400 staff and an annual budget of over \$85 million. The organisation provides a range of community services including six nursing homes, emergency assistance, affordable housing and counselling services amongst others.

Lynn is a former Premier of South Australia, and served for 15 years in the Parliament of SA. He has held various roles including CEO of World Vision Australia and has served on a number of professional boards including the Australian Council for Overseas Aid. His work with World Vision focused on the welfare of children, disaster relief and providing health care, education and clean water for millions of people.

**Lynn will present 'Bring it all together in a practical way' at Better Practice 2010. For more information or to book your place, go to [www.accreditation.org.au](http://www.accreditation.org.au) or call 1800 728 589.**

Better Practice conferences are recognised as providing the right balance between topics and speakers that challenge thinking while providing practical information about better practice ideas.

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



*Dr Lynn Arnold AO  
CEO Anglicare SA*

## Better Practice 2010 diary dates

Hobart – 24-25 June

Perth – 22-23 July

Melbourne – 26-27 August

Sydney – 16-17 September

Brisbane – 14-15 October



**CNE  
points  
offered**

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

# Good practice

## A unique approach to resident focus

Following extensive research into “transforming care” and “transforming culture”, Yaralla Place in Maryborough Queensland has developed a range of initiatives to improve resident focus and quality of care.

Transforming care at the bedside is a concept researched in acute care and focuses on the ‘patient’ as a person and ensuring the focus is around taking a proactive approach to their comfort levels.

Taking the concept and adapting it to the aged care environment, Yaralla Place has initiated ‘hourly rounding’ and ‘work scrums’ – which form part of a new culture that focuses less on tasks and workloads and more on residents’ needs. And the results have been surprising.

Nursing Director of Yaralla Place Lorna George said the change is essentially a new philosophy of care that focuses on the resident while reducing work stress.

“Some of the initiatives are simple yet far-reaching, they make a big difference to residents’ perceptions of their care, and at the end of the day make our staff’s workload less stressful,” Lorna said.

## Hourly rounding

During their shift, each staff member is assigned time to do ‘the rounds’ of the home, visiting each resident to see if there is anything they need, for example a drink or assistance with the bathroom. The ‘hourly rounds’ mean that there is at least one staff member solely dedicated to ensuring the individual needs of residents are met, rather than being task-focused.

The ‘hourly rounding’ is focused, with a list of five key areas that need to be checked. These are referred to as the five ‘Ps’:

- Position – are you comfortable, would you like to sit up/lie down?
- Proximity – do you have the things you need close by? Eg. water, buzzer
- Pain – how do you feel? Are you in any pain?
- ‘Potty’ – Would you like assistance with going to the toilet?
- Possessions (particularly for residents with dementia) – Do you have your prized possessions with you? eg. handbag.
- Is there anything else I can do for you? **I have time.**

Lorna said the ‘hourly rounding’ helps in making residents feel valued and cared for.

“By checking on the resident’s welfare more regularly and in a more proactive way, they feel that we are looking after them better, rather than waiting for them to press the call bell,” Lorna said.

“We can also be sure of residents’ whereabouts and safety at all times. We have seen a reduction in falls, as we are ensuring residents are comfortable and they know it won’t be long before someone is around to assist them get more comfortable or go to the toilet.



## Work scrums

Far from the images of beefy blokes on the football field, at Yaralla Place staff gather twice in each shift for a ‘scrum’, to check how everyone is going.

“This idea is about empowering staff to manage their workload with the assistance of the whole team. Where some areas need extra assistance, we can reallocate teams to another area to help as needed,” said Lorna. “This has been a successful change as staff are more likely to address issues as they arise rather than becoming a problem later. It helps with the staff’s workload and sense of teamwork while ensuring that residents’ needs continue to be met.”

## Whiteboards in rooms – simple yet effective

Each resident has a whiteboard in their room, outlining key things for carers to remember. With the exception of confidential information, the whiteboard will convey messages such as, “Bob is seeing the physiotherapist today.” “Don’t forget

that John likes to sleep with his socks on," and "Joan is seeing the hairdresser today."

"This is particularly useful for casual staff and reminds all staff that each resident has individual needs that need to be catered to."

"An unintended, yet welcome side effect to this approach has been that residents are using the whiteboard to convey their own messages. One of our residents let us know he wasn't happy with

his breakfast by blu-tacking his burnt toast to the whiteboard! We got the message!" Lorna said.

#### Where to next

The concept of transforming care and culture at Yaralla Place is relatively new, having been implemented just 12 months ago. The home continues to refine paperwork and processes, and is working at improving communication – while looking at more opportunities to transform care.

Want to know more about 'transforming care at the bedside'?  
The Institute for Healthcare Improvement (US) – [www.ihl.org](http://www.ihl.org)

## Go-ahead for family-focused dementia project

People living with dementia will soon be able to enjoy happier meal times with their families thanks to a new 'Happy Eating Project' to be developed by not-for-profit aged care provider Benetas.

Funded by the Federal Government the 'Bon Appetito' 'Kali Orexi' *Happy Eating Pilot Project* will target families of Italian and Greek speaking backgrounds who have a family member with moderate dementia living in the western region of Melbourne.

Benetas CEO Sandra Hills said the aim is to try and help make mealtimes a more enjoyable experience for families living with dementia.

"Our bilingual carers will receive special training to work with families to introduce strategies to help make eating more enjoyable. These strategies include learning to stimulate appetite for the person with dementia, establishing routines, reducing distractions, simplifying cooking, and alleviating mealtime stress in the kitchen.

"Our experience tells us that mealtimes play an exceptionally important role in reducing social isolation, which is a major issue facing our ageing population. Food is also important in identifying with our culture and reliving memories. Families will be assisted to understand how their family member with dementia can be more involved in family life such as meal preparation and cleaning up which allows them to continue to make a contribution to the household."

The western region of Melbourne is a culturally and linguistically diverse population which continues to grow at a rapid pace. Estimates show there are over 5,000 individuals over the aged of 65 with dementia living in the area. Ms Hills said that while Benetas

case managers currently arrange a vast variety of services for their clients, none are currently in a position to offer this sort of tailored, specialised support.

Benetas will trial the project with their current clients and families. The project has four key aims in the initial 12-month period: increase understanding of dementia; reduce stigma surrounding dementia; empower those who have dementia and to reduce their social isolation.

"We look forward to working closely with the Centre for Cultural Diversity in Ageing, Alzheimer's Australia Vic and community representatives from Greek and Italian backgrounds to ensure the project is a success," said Ms Hills.



# Education courses and seminars dates and locations



## Courses

**Understanding accreditation: a practical toolkit for homes course – three day**  
This course attracts 22 RCNA CNE points when participants attend the whole course.

**NSW** 31 August – 2 September 2010, Parramatta

**QLD** 7-9 June 2010, Stones Corner  
16-18 August 2010, Stones Corner

**SA** 15-17 June 2010, Modbury

**WA** 19-21 October 2010, Mt Claremont

**VIC** Victorian courses are now hosted by Aged and Community Care Victoria (ACCV).  
Go to the ACCV website [www.accv.com.au](http://www.accv.com.au)

## Seminars

This course attracts 7 RCNA CNE points when participants attend the full course.

	Continuous improvement	Evidence-based practice	Managing risk to avoid non-compliance	Achieving compliance with 1.8 Information systems
<b>NSW</b>	22 June 2010, Campbelltown		24 June 2010, Coffs Harbour	29 June 2010, Parramatta
<b>VIC/TAS</b>	30 June 2010, Box Hill		18 June 2010, Box Hill	16 June 2010, Hobart 5 July 2010, Geelong
<b>QLD</b>			29 June 2010, Southport	16 June 2010, Rockhampton
<b>SA</b>				
<b>WA</b>		9 June 2010, Mt Claremont		

# Education news

Prior to the peak period of accreditation, we concentrated our efforts on attracting, training and employing a full capacity of aged care quality assessors to ensure we could meet a workload of more than 7,000 visits.

Now that the peak period is over, we have more than 500 aged care quality assessors available to conduct audits for us – either as employed staff assessors or casual contract assessors. We focus now on continuing development and ongoing training for these registered assessors through our Assessor Development Program and other regular communication.

We are temporarily discontinuing the Assessment Fundamentals (aged care) course, as we do not need to increase our pool of registered assessors in the near future. This five-day course is a prerequisite (along with other requirements) for becoming a registered aged care quality assessor.

You would also be aware that the Government has announced a review of the Accreditation Standards and the accreditation process. This could mean a change to the way assessments are conducted and hence the way the course is run. We will need to wait until any review is finalised before we can review education materials and ensure our courses provide the most up-to-date and relevant information available. Following any review we will ensure our current assessors are kept informed of changes to assessment processes and procedures. This is why we have temporarily discontinued the Assessment Fundamentals (aged care) course.

We offer a range of education options to promote quality improvement from seminars

to courses and self-directed learning packages on our website as well as Better Practice events. The information is specially designed to 'demystify' accreditation and assist homes in demonstrating their compliance with the Accreditation Standards.

If you are keen to learn more about the methodology of assessment, consider completing the three-day course, 'Understanding accreditation: a practical toolkit for homes'. This course is a comprehensive look at the accreditation process, audit principles and methodology through practical activity-based learning. This course is perfect for gaining a better understanding of accreditation and how to demonstrate compliance with the Accreditation Standards.

For more information on this course and other education we have available, go to [www.accreditation.org.au](http://www.accreditation.org.au) or contact our education team on 1800 728 589.



To whoever it may concern,

I just want to say well done to the organisers of the Better Practice Conference last week.

I have been to many conferences in the UK, but was very impressed with the level of speakers and the relevance of their information to the audience. No-one can have left either day without new ideas and thoughts to take back to their workplace.

Thank you - I thoroughly enjoyed the two days.

Regards,

Deborah Muldoon

- Games day project – a games day was held at the school followed by a return visit to the home to allow residents to work with a group of children playing past and present favourite games.
- Other activities included cross-country and swimming carnivals, kindergarten circus day, Mothers day liturgy, school masses, garden club, horse races day, school choir, computer lessons, Fathers day liturgy, history discussions, internet class, cultural day, Christmas concerts, Catholic schools week, Easter liturgy, Grandparents day and Seniors week.

Serving as mentors, residents are provided with invaluable opportunities to remain useful and vital and make a positive difference in their communities.

#### Comments from residents

"That little girl and her family have made a 92 year old man very happy."

"It gives me great pleasure and enjoyment to be with and talk to the children."

"I am glad to see the children at school."

"I always get happy to see the children again."

"I feel like I am a Pied Piper and love the children coming."

The visits have also provided students with the opportunity to think about their own attitudes towards the ageing population and the images of ageing. The children also wished to learn more about the many older people living in their community.

#### Comments from students

"It gets joy into their soul."

"I can communicate with them and sick people may feel lifted by a happy, healthy child."

"I get to meet new elderly people and love doing it."

"It's good for me because I learn that old people are good to be around and very funny to talk to."

"It's good to socialise... we don't see our grandparents because they live a long way away."

"It is nice helping them and watching them have fun."

"Both generations get to connect."

"We learnt things about the old times, it also reminded me about my grandparents that have passed away."

#### Comments from teachers

"A fantastic initiative, the children really develop a good relationship with their elderly friends."

"It is wonderful to see aged and children mixing together and having so much fun."



St Agnes Lodge residents with St Josephs Primary School students.



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