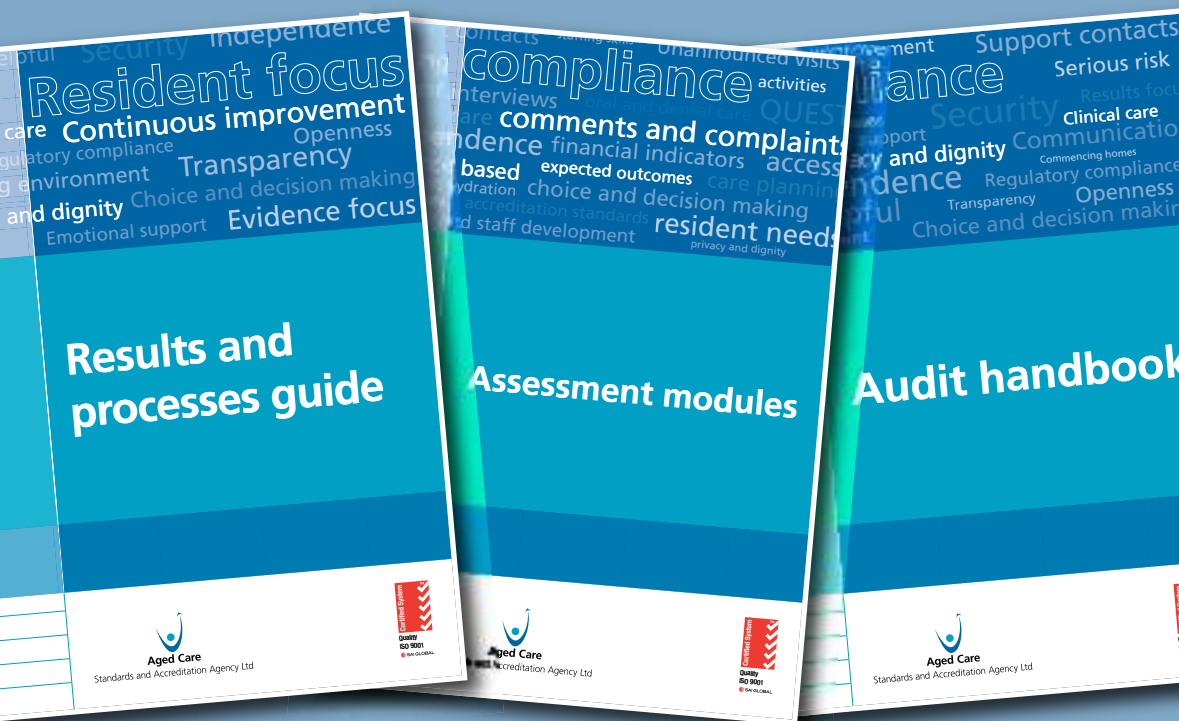




## Accreditation essentials








We have recently reviewed and updated our assessor resources including the *Results and processes guide*, the *Audit handbook*, and the book of *assessment modules* (including two new modules).

As part of our approach to transparency, these updated resources are now on our website where they can be downloaded for free. While the *Results and processes guide*, *Audit handbook* and *Assessment modules* are written to guide assessors in their role, they are also very valuable tools for homes to conduct their own internal assessments. The documents are available for free download from our website, [www.accreditation.org.au](http://www.accreditation.org.au) or you can purchase bound copies by ordering the 'Accreditation Essentials' package (see order form on the back page of this issue of *The Standard*).

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This issue of *The Standard* highlights some of the changes we've made to our resources and education materials as a result of evaluation, research and feedback. This is part of our commitment to continuous improvement and quality assurance.

We have revised and updated our resources for assessors – the Results and processes guide, the Audit handbook and the Assessment modules. These documents are valuable tools for assessors as well as being useful for staff at homes.

We have also revised the course curriculum for those wishing to become registered aged care quality assessors. Our course has been certified as world's best practice by the International Society in Quality in health care, and in fact we were the first accreditation body in the world to achieve this distinction.

We recognise that accurate assessments are at the heart of any accreditation system and hence our assessor training and management program needs to be both rigorous and reflective of contemporary assessment practice.

While the course is principally about training to meet our own workforce requirements, we also recognise that many in industry want to undertake rigorous training in assessment methodology and to apply that learning in their own homes or organisations – but don't want to do any work as a registered aged care quality assessor.

Therefore we will structure the course in two parts: Assessment fundamentals (aged care) is a five-day course which provides a thorough grounding in all aspects of conducting accreditation audits as a registered aged care quality assessor.

The second part, Assessing for the Agency, will be over two days, and will only be offered when we need to increase our pool of assessors. We have more than 500 assessors on the register and this is sufficient to meet our existing and foreseeable future requirements.

Registration as an aged care quality assessor will be contingent on successful completion of both 'Assessment fundamentals' and 'Assessing for the Agency'.

We also continue to offer the very popular four-day course, which is a worthwhile course for all aged care staff to find out more about accreditation and to help prepare for accreditation.

Better Practice 2010 dates have been determined. We are contacting professional organisations to ask them to recognise the Better Practice conferences as continuing education.

More details on our education events and resources are available on our website.

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

Mark Brandon  
Chief Executive Officer

### Results and processes guide

The Results and processes guide assists assessors in identifying and considering relevant results and processes and key areas where we would expect to see positive outcomes in relation to each of the expected outcomes of the Accreditation Standards.

The guide has been updated following reviews on research, legislation and other materials. It is also amended to reflect the result of targeted projects, such as a research project on how we assess expected outcome 2.15 Oral and dental care.

The guide has also been improved to ensure:

- language reflects our style, and promotes a resident focussed approach
- information is easy to understand and flows in a logical order.

Due to the various legislative changes, we have also included increased information from the aged care principles including excerpts from the Accountability Principles 1998 and the Records Principles 1997.

### Audit handbook

The Audit handbook is a guide to the conduct of audits and support contacts. All assessors are trained in following the methodology and procedures described in the handbook.

While the core audit methodology has not changed, we have improved this handbook to ensure information is easier to find, and to better facilitate the work undertaken by assessors. This has included the following:

- information on using an interpreter
- aligning information with our website fact sheets
- simplifying information relating to continuous improvement processes
- providing a sample site schedule based on key systems
- improving the index to make information easier to find.

### Assessment modules

The Assessment modules have been improved to align with changes to the Results and processes guide. As a result of feedback from assessors and observation visits, the modules have also been enhanced to include more information on the sorts of evidence to review. The layout has been improved to make them easier to use.

Earlier this year we introduced module 13 which uses resident interviews as a means of directing enquiry about the Accreditation Standards. Recently we also released module 14 which uses management, supply and maintenance systems as a means of directing enquiry.

The modules are a thematic approach to assessment, and have attracted international interest from other accreditation bodies.



# Changes to the aged care quality assessment course

We have revised and updated the aged care quality assessment course curriculum for those wishing to become registered aged care quality assessors. The course is certified as world's best practice by the International Society for Quality in health care (ISQua), and in fact we were the first accreditation body in the world to achieve this distinction.

Accurate assessments are at the heart of any accreditation system. Our assessor training and management program is both rigorous and reflective of contemporary assessment practice.

As a result of feedback and our own internal reviews, the course has been restructured in two parts:

- Assessment fundamentals (aged care) – five days
- Assessing for the Agency – two days

## Part one – Assessment fundamentals (aged care)

This course is targeted at senior staff with management experience and with a health/aged care or auditing/accreditation background. It provides a thorough grounding in all aspects of conducting accreditation audits as a registered aged care quality assessor.

The course covers:

- overview of aged care
- fundamentals of auditing
- legislative requirements
- Accreditation Standards
- conducting the audit
- evidence collection.

Participants undergo rigorous written and practical activities and assessments, with a written examination on the fifth day. It is challenging, intense and fast paced.

***Completion of Part one – Assessment fundamentals (aged care) is just one of a number of pre-requisite requirements for registration as a quality assessor with the Agency.***

## Part two - Assessing for the Agency

The second part, Assessing for the Agency, will be over two days, and will only be offered when we need to increase our pool of assessors. We have more than 500 assessors on the register and this is sufficient to meet our existing and foreseeable future requirements.

We have more than 500 assessors on the register and this is sufficient to meet our existing and foreseeable future requirements.

Part two will focus on the writing of clear, concise, informative and timely reports on audits, and builds on the knowledge and skills participants gained during part one of the course.

Eligibility for attending part two of the course will be:

- successful completion of part one – assessing fundamentals (aged care)
- approved application with the registrar
- recommendation by the aged care industry panel
- clearance through a police check.

***While completion is one of the requirements, it does not guarantee employment or contract work with the Agency.***

More details about the revised course and the Assessor course are on the Agency's website under Education, training and resources.

# Pain program wins Better Practice in aged care award

St Anne's Nursing Home in Hunters Hill, NSW has been awarded a Better Practice in Aged Care Award for its comprehensive pain management program.

The home's Director of Clinical Care, Leigh Kildey said that the key to the program's success was in listening to and acting on the residents' needs.

"Staff were trained to recognise changes in residents' behaviour and this helped in the identification and treatment of pain – particularly among residents who had little verbal communication skills."

"And we became more responsive to what the residents were asking for – not just in relation to pain relief but in general. We recognised that a key to preventing pain is by providing a range of activities to help focus on other things," Ms Kildey said.

"The residents told us that by staying busy, they can focus on something other than pain," she said.

"We increased our activities program from four and a half to six days a week, as well as increasing our physiotherapy program from three to five days a week," she said. "And we looked at introducing new methods of pain relief, from safe hot packs to massage therapy combined with medication."

The program involves:

- the prevention of pain through exercise programs, activities programs, falls prevention
- the minimisation of pain through massage and hot packs
- improved monitoring and assessment systems for pain
- improved responsiveness and effectiveness of nursing staff interventions through education and improved buzzer system.

## Based on research

Feedback of residents' quality of life in 2007 identified that pain management should be a focus for improvement.

Research findings showed the benefits of exercise programs in the prevention of falls (a major cause of pain); the benefits of distraction; the usefulness of different assessment tools; and the benefits of hot packs and massage.

Following research the following actions were undertaken:

- Staff education on research findings
- A physiotherapy assistant increased from three to five days per week, with a care worker allocated for an hour in the afternoon

- Physiotherapy focus shifted to pain prevention and falls prevention
- Tai chi introduced as a method of falls prevention and physical fitness
- Safe hot packs introduced (that would not heat beyond safe temperature levels).
- Monitoring systems introduced including Abbey scale and analogue scale, and a formal pain assessment developed for use on icare
- A formalised activities program was increased to include Saturdays. Feedback from residents was that they wanted activities six days a week.
- The installation of a new buzzer system.

## Results

- Fall rates have halved since 2007.
- 25% of residents had an improvement in functional mobility in 2008.
- 84% of residents believe staff treat their pain effectively compared with 45% in 2007.
- 84% of residents believe buzzers are answered in a reasonable time frame compared with 26% in 2007.
- 82% of residents believe staff effectively identify residents who are in pain compared with 50% in 2007.
- All residents who have regular massages, hot packs and narcotic patches, report benefits from the treatment.

## Evolving and improving

Constant evaluation has identified what needs to be developed, improved or discarded. The home is currently considering the introduction of acupressure therapy which can be provided by staff.



# Seminars and courses

## Seminars and courses – we can come to you

We can deliver our one-day seminars and four-day courses direct to staff in your own facility. Our highly-trained facilitators will work with you to minimise disruption to normal operations.

### What are the advantages of having training delivered direct to your organisation?

**Convenience** – participants can learn at their own workplace saving travel costs and enabling them to be available during breaks if required.

**Flexibility** – We can work with you to schedule a date that suits your staff’s availability. For the assessor course,

you can also select a format of four consecutive days, two x two days or one day a week over a month

**Team building** – having staff do the same session can build relationships, promote a shared understanding as well as foster team spirit.

**Relevance** – We can focus on your organisation’s specific issues and challenges.

*"It was very accommodating of the Agency to do a course for the organisation."*

*"Very valuable, informative and specific to my current needs. I enjoyed opportunity to network with my colleagues."*

Seminars			Courses
	Evidence-based practice	Managing risk to avoid non-compliance	Assessor courses
NSW	2 December, Coffs Harbour	17 September, Newcastle 26 November, Parramatta	28 September – 1 October, Parramatta 17-20 November, Parramatta
Qld	27 October, Brisbane	10 December, Roma	7-10 September, Stones Corner 30 November – 3 December, Stones Corner
VIC/TAS	14 October, Mildura	9 November, Launceston	24-27 August, Box Hill 19-22 October, Box Hill
SANT	12 November, Glen Osmond	8 October, Glen Osmond 27 October, Clare	28 September – 1 October, Glen Osmond
WA		19 November, Mt Claremont	2-5 November, Mount Claremont

Visit our website [www.accreditation.org.au](http://www.accreditation.org.au) or contact us on 1800 728 589.

 Better Practice 2009

**Melbourne 10-11 September**

Early bird registration closes Friday 28 August 2009

*"Informative, excellent organisation and good networking opportunities"*

**Better Practice 2009 conferences:**

Perth 15 - 16 October

Brisbane 5 - 6 November

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

To register to attend, go to [www.accreditation.org.au](http://www.accreditation.org.au) or phone 1800 728 589

# Holistic person-centred care the focus at Better Practice Melbourne

Rev Professor John Swinton, University of Aberdeen Scotland, an international lecturer and researcher on aged care issues, will bring his extensive research on person-centred care to Better Practice Melbourne on 10 – 11 September.

When a person with dementia begins to lose all of the faculties that society seems to assume make up a person, how can we deliver person-centred care if they are no longer a 'person'? Specialists focus on their field of expertise and many approaches focus on one aspect of the resident.

We need to remember that every resident is a whole person and this is key to person-centred care.

Rev Professor Swinton teaches in pastoral care and counseling, the theology of disability, spirituality, health and healing, the study of Christian mission, the church in a post-

modern context, healthcare ethics and qualitative research methods.

Professor John Swinton is Chair in Divinity and Religious Studies and Professor in Practical Theology and Pastoral Care at the University of Aberdeen, Scotland. His qualifications include BD, PhD (Aberdeen), RMN (Registered Mental Nurse), RNMD (Registered Nurse for People with Learning Disabilities) (Foresterhill College, Aberdeen).

For more information on Better Practice Melbourne or to register to attend, go to [www.accreditation.org.au](http://www.accreditation.org.au) or phone 1800 728 589.



Rev Professor John Swinton, University of Aberdeen Scotland

## A better life for one resident, with the flick of a switch



▲ Staff member models the switch

Surrey Hills Private Nursing Home in Victoria has helped improve the independence of one of the home's residents, with the invention of a new 'switch' by the home's maintenance officer.

The device has greatly improved the wellbeing, quality of life and freedom of choice for a resident with MS.

The resident has only minimal head movement and is completely bedridden. The home's maintenance officer John Mason, adapted the nurse call system to her needs. A 'jelly bean' button switch was modified to tap into the existing nurse call system. The button was placed on her pillow allowing her to turn it on and off with a slight tilt of her head.

The idea was then further developed and now the switch can be used to call a nurse, turn the TV on and off, change the TV channel and to turn the radio on and off – all by clicking a switch with a slight left or right movement of her head.

The home is now developing more devices to be connected to the system, including a tape recorder so the resident can listen to talking books and music at her leisure, without having to rely on staff to switch on and off the device.

If you would like further information about the device, contact John Mason at the home via email – [surreyhillsnursinghome@hotmail.com](mailto:surreyhillsnursinghome@hotmail.com).

