



Assessment module 14



Assessment module 14 has now been introduced. It focuses on staff management and the supply and maintenance of systems.

The module focuses on whether staff levels and skills are appropriate and consistent with the needs of individual residents. This includes considering how a home reviews staffing levels and skill mixes, how it replaces absent staff, and communication with relief staff.

It also considers how a home ensures there are adequate supplies – including clinical, catering, cleaning and other supplies – by looking at how the home identifies its







equipment and stock requirements, the planned replacement of equipment, the storage of stock and access for staff.

Assessors considering Assessment module 14 will look at:

- how residents and representatives are provided with information on service provision

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I am pleased to tell you about a new range of information flyers to be provided to all homes by our assessors on visits.

These flyers cover topics including risk management, continuous improvement and information systems, and they complement the vast amount of information already provided on our website and through our education events.

We recognise that it can be time consuming to search for resources and information to assist you in providing a high level of care for residents. These information flyers are designed for easy reference, and direct you to our website and other locations for more details.

This month we begin to profile our most recently-appointed directors, beginning with a profile of Dr June Heinrich OAM. You will see profiles of our other new directors in coming months.

Assessment module 14 has just been introduced to assist in ensuring a strategic assessment of homes. This module focuses on the monitoring of staff levels and ensuring residents' needs are met within those staff levels. More detailed information on this and other assessment modules are available on our website.

Mark Brandon
Chief Executive Officer

Assessment module 14 ensures staff management continued

- whether the home has systems in place to review staffing levels and skills
- how the home's staffing management systems ensure residents' individual needs are met
- whether staff have appropriate skills and knowledge in order to meet the specific needs of residents and maintain a safe and comfortable homelike environment
- if adequate staff communication approaches are utilised by the home
- whether maintenance is provided in a timely manner and preventive maintenance occurs according to schedule
- if stock management is effective at delivering appropriate stock on a consistent and reliable basis
- whether the home is proactive in its approach to staff management, supply and maintenance systems.

General Manager Accreditation, Victoria Crawford said, "This new module monitors and identifies staffing levels and skills, including ensuring that staffing is monitored at homes so that consistency and the needs of individuals are met and the physical environment is safe and comfortable."

Assessment modules allow us to provide a broad review of each home's resident care. The aim of the modules is to identify any issues of concern regarding the delivery of care and services to residents and to assist homes in improving compliance with the Accreditation Standards. Modules are used in both announced and unannounced support contacts.

More details on what the assessment module considers is available in the complete set available for downloading from the Assessor information section of the website – www.accreditation.org.au.

New resources for homes

In addition to the range of information for homes and consumers on our website, we have introduced a range of resources to be left with homes.

The double-sided flyers cover topics including:

- risk management
- continuous improvement
- information systems
- infection control (see article on page 4)
- additional resources available on our website
- the range of self-directed learning packages available on our website.

These flyers are designed to be used by homes as 'easy use' references.

Homes should receive a flyer in the exit meeting following a visit from an assessor. If you would like a copy of a particular flyer, ask the assessor on your visit and they should be able to obtain one for you.

We have a large range of information on the Accreditation Standards, and after 10 years of accreditation experience and research, we have resources including training courses and education packages, assessor tools, the Audit handbook, the Results and processes guide and

Assessment modules. Go to www.accreditation.org.au to find out more. Also available on the website is a fact sheet covering all of the expected outcomes of the Accreditation Standards. This is consistently one of the most popular downloads from our website each month.

Let us know if there are any other areas you would like us to consider producing materials and educational products that can be used to further improve quality care for residents.



Infection control



While influenza may be a seasonal issue, infection control is something that we need to manage every day, especially with the continued high risks associated with swine flu.

Expected outcome 4.7 Infection control requires that there is an effective infection control program within homes.

The *Audit handbook* and *Results and processes guide* will help homes to develop infection control programs to suit the needs of their specific home.

Influ-info influenza kit for aged care

This kit is a collection of information and fact sheets to assist residential aged care homes and carers in making decisions about the prevention and control of influenza.

The kit is available on the Department of Health and Ageing website www.health.gov.au

Gastro info kits



In November 2008, more than 2,800 Australian residential aged care homes received kits aimed at stopping the spread of gastroenteritis.

These kits cover how to:

- identify the signs and symptoms of a gastro outbreak
- develop an outbreak management plan before one occurs
- identify signs and symptoms of gastroenteritis, and
- put in place infection control measures including the nomination of an 'outbreak coordinator' to oversee any incident.

According to Federal Government figures about 17 million cases of gastroenteritis affect the community each year and while most are mild, 20% of affected people visit their GPs.

Human Swine Influenza

www.healthemergency.gov.au provides information and the current status of any health emergency.

Outbreak coordinators

Each outbreak coordinator is responsible to oversee a potential outbreak and can also coordinate the relevant education for other staff.

Stay close to your state health department

The Department of Health and Ageing has stressed that the gastro kits do not replace state and territory guidelines, but instead serve as another resource tool.

Many infectious diseases are reportable to your state health authorities. Check the guidelines that apply in your state.

Department of Health and Ageing – www.health.gov.au

ACT Health – www.health.act.gov.au

NSW Health – www.health.nsw.gov.au

Qld Health – www.health.qld.gov.au

NT Department of Health and Community Services – www.health.nt.gov.au

SA Department of Health – www.health.sa.gov.au

Tas Department of Health and Human Services – www.dhhs.tas.gov.au

Vic Department of Human Services – www.dhs.vic.gov.au

WA Department of Health – www.health.wa.gov.au

Learn more

The March 2008 and March 2009 issues of *The Standard* provide more details and stories on how infection control has been managed by other residential aged care homes. You can download previous copies of *The Standard* through our website – www.accreditation.org.au.

New accreditation fees from 1 July 2009

Each year, accreditation fees are adjusted in line with the Consumer Price Index (CPI). Our website has a table with the new fees that are effective for applications for accreditation submitted on or after 1 July 2009. Please make sure that you visit our website www.accreditation.org.au and look under the Accreditation section for Accreditation fees before you submit your application.

If your home has less than 20 places allocated, you will not have to pay any fee with your application for accreditation. The Commonwealth Department of Health and Ageing fully subsidises the accreditation fees for these homes.

The Agency has provision for fees to be paid either by cheque or electronic funds transfer. For further details, please look on our website www.accreditation.org.au.

To find out more information on how the fee is calculated, you can refer to Section 2.6 of the Accreditation Grant Principles, 1999 (as amended in 2004).



Improving CI plans

In order to further improve the ability of homes to develop plans for continuous improvement (CI), we are raising awareness of the important issues and drawing homes' attention to our updated range of related resources.

Not only are plans for continuous improvement (PCI) a requirement of the Accreditation Grant Principles, they can be a valuable tool internally for homes to identify areas where they can make improvements for the benefit of residents.

And they are not just for homes which have some non-compliance. A home that is fully compliant with the standards, can still look at ways to make things better for residents.

Here are some tips on how you can better prepare your plan for continuous improvement:

- Review your continuous improvement process and the plan you use within your home to ensure it covers at least the requirements of the Agency's template.
- You can submit either your document or the Agency's template.
- If your home is fully compliant, it is still a requirement that you make a plan for continuous improvement.

- If some non-compliance has been identified by the assessment team during the accreditation audit, include an explanation of how you will make improvements to address each of the non-compliances.
- Include examples of other planned improvements, not just those related to any non-compliance.
- Relate your planned improvements to each of the four Accreditation Standards.
- Do not limit your improvements to areas identified by the assessment team, whether your home is compliant or not.
- Look forward, not back. While it might be worthwhile to note your improvements over the past to assessors during a site audit, the PCI is about what your future plans are for improving the lives of your residents.

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Improving CI plans continued

- Make sure your planned improvements are based on research or feedback, and are measurable. How will you know the improvement is successful?
- When deciding on your actions for improvement, consider – how your actions improve the care and services provided to residents, as well as the sustainability of the actions.
- We do have a basic template on our website, which you can use and which will ensure you cover all the areas required. The template can be found on our website in the accreditation section under 'Being prepared'. If using the template provided by the agency, it covers:
 - o Part A – to be completed by homes found to have some non-compliance. Each of the non-compliant expected outcomes should be addressed in this part
 - o Part B – this part should be completed by **all** homes, and should include planned actions for improvement covering all four Accreditation Standards.

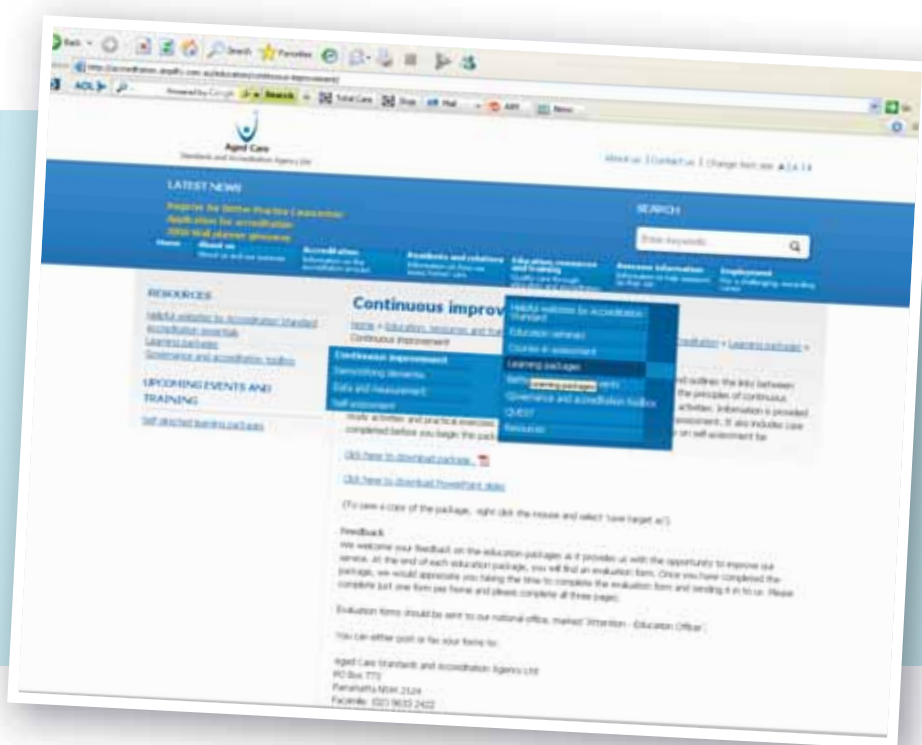
Continuous improvement is a systematic, ongoing effort to raise a home's performance, as measured against the Accreditation Standards. Homes have a responsibility to actively pursue continuous improvement throughout the accreditation period.

As we make our individual visits to homes, assessors provide homes with flyers or 'leave-behinds' containing important information regarding continuous improvement.

Visit our website to download a free self-directed education package on continuous improvement. It can be found in the Education, resources and training section of the website – www.accreditation.org.au

The package defines continuous improvement and outlines the links between continuous improvement, self-assessment and accreditation. It also includes the principles of continuous improvement and a step-by-step approach to conducting CI activities. It will assist in developing your plan for continuous improvement, using the results of self-assessment. It also includes case study activities and practical exercises.

You can also contact your local office for more information.



Director profile – Dr June Heinrich OAM

In the coming months, *The Standard* will bring you profiles of our most recently-appointed directors.

This month, we profile Dr June Heinrich OAM, appointed to the Board in December 2008.

What perspective/historical experience do you bring with you?

I have been the CEO of Baptist Community Services (BCS) for almost 15 years. BCS is a large not-for-profit provider operating residential and community aged care services in NSW and ACT.

How do you see aged care compared with other human services?

Aged care is a human service industry. Its clients are the frail aged living in residential aged care facilities or clients who are receiving care in the community.

What has been the biggest change in aged care over the past 10 years?

The biggest change has been the huge increase in the number of older Australians who choose to have the care services they require delivered in their own homes. The result of this is that residents who choose to enter residential aged care are today older, sicker and frailer.

Where do you think the industry will be in 10 years' time?

In 10 years time the consolidation which is already occurring will have resulted in a smaller number of operators managing large operations with professional processes and systems. There will be an increased focus on customer service because of greater competition and increasing customer expectations.



Dr June Heinrich OAM

Seminars and courses

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.

Courses

The internal assessor course aims to equip individuals with the skills and knowledge to conduct assessments of their own aged care facilities. This course is designed for staff working in the aged care industry who are seeking to develop their skills and knowledge in assessment and accreditation processes.

Organisation-direct training

We can deliver this course direct to your staff in your own facility. Our highly-trained facilitators will work with you to minimise disruption to normal operations.

"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 the opportunity to network with my colleagues."

Visit our website www.accreditation.org.au or contact us on 1800 728 589.

Seminars				Courses
	Evidence-based practice	Continuous improvement	Managing risk to avoid non-compliance	Assessor courses
NSW	2 December, Coffs Harbour	27 August, Parramatta	17 September, Newcastle 26 November, Parramatta	3-6 August 28 September – 1 October
Qld	27 October, Brisbane		4 August, Roma	7-10 September
VIC/TAS	14 October, Mildura	10 August, Echuca	9 November, Launceston	24-27 August 19-22 October
SANT	12 November, Glen Osmond		25 August, Clare 8 October, Glen Osmond	28 September – 1 October
WA				2-5 November

 Better Practice 2009
Sydney 23-24 July
Early bird registration closes Friday 10 July 2009

"Informative, excellent organisation and good networking opportunities"

Melbourne 10 - 11 September
Perth 15 - 16 October
Brisbane 5 - 6 November

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



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