



For the love of art



For ten years, Maria Hodges looked after her sick husband. He couldn't go outside so she brought the outside to him, painting landscapes.

Maria is now a resident of Templestowe Grange in Victoria, one of three homes in the Huon Healthcare Group. Last month, her paintings were exhibited at the inaugural Templestowe Grange residents' art exhibition, along with the artworks of many of her fellow residents.

◀ *Artwork by Maria Hodges*

Family and friends came to the opening of the art exhibition and enjoyed the artwork of current residents from the past 50 years. The Director of Nursing, Kerrin Metz said they were delighted to see their parents and loved ones getting attention again for their art and rekindling their passion for their artistic skills. The home's fortnightly fine art classes, which are part of the diversional therapy program, have been more keenly attended since the exhibition, with families volunteering to assist residents with their art classes.

Molly Lynch is a well-known floral artist. Born in 1915, she worked for many years as a commercial artist. Her packaging designs were used by MacRobertson's Chocolates (including their orange boy old gold selection).



▲ *Artwork by Molly Lynch*

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Just a word



This month we introduce our new-look *The Standard*. Over the past few years the publication has grown in value and popularity. Our readership surveys over the past two years have identified that the publication is well-read, and that you want to read more about specific expected outcomes and accreditation-related issues.

This edition looks at issues surrounding expected outcome 3.8 Cultural and spiritual life. You will read in this issue

about what some homes are doing to improve the cultural and spiritual lives of their residents. It doesn't have to cost a lot of money or take a lot of time to make a difference. We have also included an extract from the *Results and processes guide*, which should give you a better idea of what Agency assessors look for when assessing against this expected outcome.

Now that all of the States have come to the end of the peak of accreditation, it is timely to look at the achievements of the past year. The overwhelming majority of providers maintain high levels of care at all times, and the industry has a demonstrable commitment to continuous improvement.

During 2006, the Agency conducted 2,091 site audits, 422 QUEST education programs to 6,123 participants in 510 aged care homes, held six Better Practice events and conducted a number of assessor courses.

And while many homes were going through the process of applying for accreditation, a large number of staff saw the value of attending Better Practice events and other education activities run by the Agency and other organisations.

There were 66 Better Practice in Aged Care Awards presented to 58 aged care homes, and many homes also received awards from other organisations including ACAA and ACSA and other industry awards in areas such as architecture, occupational health and safety and innovation in the workplace.

So many opportunities to tell the positive stories of people's lives in aged care. Yet, on a weekly basis, we continue to receive calls from the media about the small number of homes with some non-compliance. And at times the media doesn't contact us, and runs with a story riddled with unsubstantiated claims.

Unfortunately that is the nature of the media. Such stories can unnecessarily worry residents and their families, so there is an onus on us all to make sure we focus reporters on the facts.



Mark Brandon,
Chief Executive Officer

Introducing the new Minister for Ageing

Christopher Pyne was appointed Minister for Ageing by Prime Minister John Howard on 21st March 2007.

In 1993, at the age of 25, Mr Pyne was elected to the House of Representatives for the seat of Sturt in South Australia.

In his time in Parliament, he has been Assistant Minister and Parliamentary Secretary for Health and Ageing as well as Parliamentary Secretary to the Minister for Family and Community Services and Chairman of the Electoral Matters and Communications Committees of the House of Representatives.

Before entering Parliament, Mr Pyne practised as a solicitor and

was a senior member of the Liberal Party, serving on both the Federal Executive (1990-91) and the South Australian State Executive (1988-92).

He has written for *The Adelaide Advertiser*, *The Melbourne Herald Sun*, *The Age*, *The Sunday Mail*, *The Daily Telegraph*, *The Adelaide Review*, *The Australian Financial Review* and *The Australian* newspapers, as well as *The Bulletin* magazine. He regularly appears on radio and television as a commentator and advocate. From 1993-2004 he published his own issues journal, *Options*.

He is married to Carolyn and is the father of Eleanor, Barnaby and Felix. To relax he enjoys



reading Australian, US and European history, gardening, following AFL and spending time with family and friends.

After her husband's untimely death, she reared eight children, revived her talent and began to paint, her artworks in high demand. Molly painted prolifically until about 86 years of age, when dementia took over and she put down her brushes.



▲ *'Backbeach Sorrento'* by Dorothy Aumann

Dorothy Aumann (born 1906) has assisted in collating a book entitled *'100 years of the Aumann family history'* which was displayed during the exhibition along with her painting of *'Backbeach Sorrento'* which she painted the year that Harold Holt went missing in the sea during a swim. Kay Dattner (born 1917) has on display two of her favourite paintings entitled *'Magpies Bush Landscape'* and *'Portrait of a young girl'*.



▲ *'Portrait of a Young Girl'* by Kay Dattner

There were also some tapestries on display crafted by Regina Kaunas (born Lithuania 1909), which took 40 years to make and Gisela Kronemann's (born Germany 1925) "Country house".

Tapestry by
Regina Kaunas ▶



◀ Tapestry by
Regina Kaunas



▲ *'Country House'* tapestry
by Gisela Kronemann

Criminal records checks

In 2006, the Agency wrote to homes regarding an impending requirement for approved providers to conduct criminal records checks on all staff and contractors who are likely to have unsupervised contact with residents.

On 5 January 2007, amendments to the Accountability Principles 1998 were passed which makes this requirement law.

Many homes have started putting systems in place to ensure this requirement is fulfilled.

Under expected outcome 1.2 Regulatory compliance, assessment teams will expect to see a system has been put in place in respect of the revised legislation.

Each home should be able to demonstrate a monitoring system such as through use of a register or other mechanism.

Assessment teams will not require direct examples of criminal records checks of individual staff, although these may, in accordance with requirements under state law, be shown at the discretion of the approved provider in demonstrating compliance.

By 1 June 2007, all homes are required to have a police certificate, a statutory declaration where applicable, no more than three years old, for all relevant staff or an application for a police certificate must have been made.

The same requirements apply to relevant volunteers by 1 September 2007, and all contracts, under which staff are supplied, must be amended by 1 June 2007 to ensure compliance with the policy certificate requirements.

Further information can be obtained in the *Police certificate guidelines for aged care providers* available on the Department of Health and Ageing website, www.health.gov.au.

A lack of system in place may result in the Agency reporting to the Department of Health and Ageing a failure to comply with obligations under the Act.

The Results and processes guide has been updated and is aimed at providing guidance to assessors on these and other requirements.

The new version of the *Results and processes guide* (v1.5) is available on the Agency's website, www.accreditation.org.au.

Accommodating cultural diversity in residential care



While the Australian population as a whole is ageing, the migrant population is ageing even more rapidly. According to the Australian Institute of Health and Welfare*, in less than four years, one in five people aged 80 and over will be from a culturally and linguistically diverse background, this number set to rise to one in four by 2026.

These changing demographics of Australia's ageing population have considerable implications for those responsible for planning and delivering residential aged care services. Older people from diverse cultural backgrounds share with other Australians the range of needs that arise from the ageing process. However, they may also have unmet cultural, linguistic and spiritual needs and face multiple barriers in accessing appropriate aged care services. Service usage data indicates that older people from culturally and linguistically diverse backgrounds do not use aged care services in the same rates as the rest of the population, particularly residential aged care.

An upcoming conference will explore how the aged care industry can be more responsive to the needs of Australia's culturally diverse ageing population. To be held on 7-8 June, the Cultural Diversity in Ageing 2007 National Conference will explore issues around language and communication, current and future service responsiveness, culturally inclusive management and policy development.

Keynote speakers include Dr Diane Gibson from the Australian Institute of Health and Welfare, who will examine patterns of ageing and service use in our culturally diverse population, and Megan-Jane Johnstone, Professor of Nursing and Director of Research at RMIT University, who will explore how we can respond more effectively

and appropriately to the needs of our culturally diverse ageing population. During the afternoon concurrent sessions, aged care providers will highlight best practice in the provision of culturally responsive services.

Based in Victoria, the Centre for Cultural Diversity in Ageing is supported by the Department of Health and Ageing through the Partners in Culturally Appropriate Care initiative, which provides funding to eight organisations, one in each state and territory.

As highlighted in the November 2006 edition of *The Standard*, the Centre for Cultural Diversity in

* Australian Institute of Health and Welfare: 'Projections of Older Immigrants: People from Culturally and Linguistically Diverse Backgrounds, 1996 – 2026, Australia' (2001).

Ageing recently launched a national website to promote best practice standards of care that address cultural diversity across all levels of service design and delivery. Web traffic monitoring indicates a growing interest in the website, with more than 7500 individual visits recorded in the first six months.

Visit www.culturaldiversity.com.au for more information on the website or conference, or contact Emma Black on (03) 8823 7900 or email emma@culturaldiversity.com.au

Cooking up a storm in Shoreham



It started as a discussion reminiscing about the wireless, and developed into computer classes, the publication of a cookbook and an internet friendship across the world.

Shoreham Aged Care Facility, a 30-bed high care facility in Victoria, began computer classes to show residents how to communicate with their friends and relatives overseas. Diversional therapist Leanne prepared a therapy benefits sheet on computer classes, with one computer-savvy volunteer visitor so excited she offered to run the classes.

Approved provider Sharon Burnell said at first they had to ascertain who was interested, who had relatives or friends they could email and encourage others to get involved. "It was very easy!" she said.

"The computer classes began with fortnightly one-hour classes and has now grown to two hours

weekly – not because the residents are slow but because they won't get off the computer!"

The home sourced some large print key stickers from office suppliers as residents were finding it difficult to read the keys.

"We now have to 'book' residents into time slots to ensure everyone has a go!!" Sharon said.

A typical class involves instruction on emailing, downloading emails, opening up photos received, surfing the net to look at holiday spots where family are staying as well as general typing.

This is where the cookbook project comes in. Residents, staff and families were asked to contribute recipes, resulting in an 80-page cookbook. "We had to tell people to stop sending recipes in or the books would be too big to bind."

Residents Mrs Joan West and Lady Joyce Price were the main typists for the cookbook. Joan had typed many years ago on a typewriter and Joyce had used a computer some time ago but now can only use one hand to type.

"We sold most of the 50 cookbooks within two weeks before Christmas with all proceeds going back to the residents' Friends of Shoreham Committee to spend on what they wish," Sharon said.

Now the residents are using the net and their computer classes to make contact with a nursing home in 'Shoreham-by-the-sea' in the UK to find out interesting similarities about the areas and strike up an international friendship.

Improving university placements to encourage more staff in aged care



The Australian Centre for Evidence Based Aged Care (ACEBAC) is in the final stages of developing best practice principles for nursing students in aged care placements.

With a rapidly ageing population and more frail older people accessing health services, it is imperative that nurses are adequately prepared during their undergraduate education to meet the needs of older clients.

ACEBAC has completed a project to develop best practice principles, funded by the Department of Health and Ageing and overseen by James Cook University. The project was commissioned to promote students choosing the aged care core component in undergraduate nursing. The aim was to develop best practice principles to provide a 'stimulating learning environment for undergraduate nursing students'.

The project involved a literature review; an email publicity campaign inviting submissions; focus groups with representatives from Australian schools of nursing, aged care facilities, hospitals, professional organisations and industry nominated as experienced in aged care nursing and/or education. A national reference group consisting of representation

from key stakeholder groups informed the project.

Analysis revealed a preference for a set of 'best practice principles' that can address the unique circumstances of each university and health care service. An outline of these principles has been developed and while more research and evaluation is required, it is envisaged that universities and aged care facilities will adopt the principles to enhance students' clinical placement experience, and hopefully attract more qualified nurses into the industry.

The final report for this project was submitted early this year and will be released on the ACEBAC website (www.latrobe.edu.au/acebac) following approval from the Department of Health and Ageing.

For more information, please contact Linda McAuliffe, Research Officer, (03) 9495 3106.

Getting to know you

When one of the residents of Brightwater Huntingdale, WA wrote a 'warts and all' book about her life, it revealed more than any of her fellow residents or staff members had ever known about her own history and a very difficult period in Australia's history.

It prompted the staff and the residents to open their hearts and discuss things that may have lay hidden for many years. Paula Parrick, previously Care Manager at Brightwater Huntingdale and now Care Manager of Brightwater Redcliffe, said staff members learnt about what the residents had been through in their lives and residents found themselves relating to issues of a later generation. While the issues were different, in many cases the themes were the same from one generation to the next – the struggle that many have to go through to rise above poverty, discrimination or other hardships.

As a consequence, the residents invited staff members to do presentations at their residents' meetings. They wanted to get to know the staff better. Staff brought in family photos, mementoes and treasures, and in many cases revealed something that neither staff nor residents had known about them.



With many staff coming from varied backgrounds, as a result residents said they had a better understanding of different cultures and the hardship that some staff from third world countries had faced.

Residents' relationships with staff improved very quickly.

The initiative had proved so influential in the development of relationships that the staff then asked residents to present at staff meetings. This simple gesture had the wonderful outcome of better understanding between residents and staff, with residents revealing information about their past they had not spoken about before.

Now relatives are also invited to speak at resident meetings, particularly about their own travels and adventures or even about their family's experiences. This has extended the resident's family to the whole facility.

Paula Parrick, Care Manager of Brightwater Redcliffe, encourages homes to consider a similar project. "I recommend that you only need to have three or four speakers a year to have a wonderful effect on the relationships within the home," Paula said.

"For my part it has been a rewarding experience and I continue to receive similar feedback from the staff and residents of Brightwater facilities."

Focus on cultural and spiritual life from Results and processes guide

Each month we are profiling some of the expected outcomes of the Accreditation Standards. This month we focus on expected outcome 3.8 Cultural and spiritual life.

Assessors look for the following results:

- Management demonstrate that its processes, systems and external relations are effective in valuing and fostering each individual resident's interests, customs, beliefs and cultural and ethnic backgrounds.
- Advice from residents/representatives confirm they are satisfied the home values and fosters their individual interests, customs, beliefs and cultural and ethnic background.

Assessors consider the following processes:

- How does the home assess and communicate residents' individual interests, customs, beliefs and cultural and ethnic backgrounds and the way that this should be reflected in care and services provided? For example:
 - o consultation with residents/representatives or others, eg spiritual or cultural advisors
 - o consideration of past and current cultural, religious, spiritual and ethnic practices

- o identification of requirements to support the residents' ongoing cultural and ethnic needs
- o identification of language assistance required for effective communication
- o identification of food and drink needs and preferences
- o identification of leisure interest and activity needs and preferences.
- How is provision for the residents' observation of interests, customs and beliefs planned for and communicated to the relevant staff? For example:
 - o appropriate community activities
 - o appropriate catering requirements
 - o observation of particular holy or special days for the resident.
- Are care and lifestyle services consistent with the plan and delivered in a way that fosters and values individual resident's interests, customs, beliefs and cultural and ethnic backgrounds. For example:
 - o access to appropriate service or support staff such as interpreters
 - o support to attend and participate in activities as indicated in the plan
 - o particular religious or spiritual requirements during illness and dying
 - o involvement of culturally specific groups.
- How does the home review its practices to ensure care and services are delivered in a way that fosters and values individual residents' interests, customs, beliefs and cultural and ethnic backgrounds? For example:
 - o staff practices are monitored and improved as appropriate
 - o links with cultural and community groups are developed and encouraged
 - o the effectiveness of the program/s are evaluated.

Links to related expected outcomes

Expected outcomes of Standard 2 – as appropriate to individual resident's needs and situation. In particular, expected outcomes 2.9 Palliative care and 2.10 Nutrition and hydration.

Expected outcomes of Standard 3. In particular, expected outcomes 3.4 – 3.7, Emotional support, independence, privacy and dignity, leisure interests and activities, and 3.9 Choice and decision making.

Director profile - Doug Strain



◀ Director
Doug Strain

The Standard is featuring a profile on the directors of the Agency.

This month, we profile Doug Strain, appointed director in November last year.

Doug Strain was appointed as a director of the Aged Care Standards and Accreditation Agency Ltd in November 2006. His background includes:

- CEO, Masonic Homes Incorporated (SA & NT) since July 2003
- Fellow of the Australian Institute of Company Directors
- Trustee, Committee for the Economic Development of Australia (CEDA)
- Deputy Member, SA Training and Skills Commission
- Graduate of the Royal Military College, Duntroon
- Key experience in change management, organisational governance and risk, managing technological innovation and strategic planning
- MBA (Adv) Adl, BEc Qld, BA (Mil) NSW.

What perspective/historical experience do you bring with you?

I am a professional manager and a relatively new entrant to this industry. I hope to be able to bring to the industry contemporary management practice and thus challenge many of the paradigms that only serve to limit our industry's ability to best serve the emerging needs of senior Australians.

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

Aged care is the most dynamic of human service and thus presents the most opportunity for improvement through innovation. This is an industry which is embryonic and provides enormous opportunity for those aged care providers who are willing to embrace change and accept the challenges arising from greater consumer choice, the need for improved operating efficiency, and enhanced operator competition whilst maintaining a focus on equity of access and service standards.

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

Clearly the enacting of the *Aged Care Act 1997* was a watershed in the establishment in Australia of what can arguably be considered the world's most advanced and caring standard of aged care.

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

Aged care, as it matures on the industry life cycle, is set for a very dynamic future. No doubt we will face some troubled times as we progress through what can be considered our industry's adolescence, but I am sure that in ten years the industry will be established as a well adjusted young adult. It will provide great opportunity to those operators that are flexible, client focused and innovative.



The Aged Care

Standards and Accreditation Agency Ltd

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