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Better practice at Winston Lodge

Sydney's Winston Lodge, run by the Anglican Retirement Villages, has become the first home to win three Better Practice Awards. The home, which specialises in caring for residents with dementia, has won the awards for a range of diverse initiatives that improve the standard of the lives of their residents. In fact, their behaviour management program has resulted in two residents' functional ability improving so much that they were able to move into a hostel.

Following consultation with families and experts, a

program of modifications was made to the home's practices as part of the behaviour program. Village Manager at Winston Lodge, Geoff Welsh, said the removal of physical restraints was a difficult part of

the program. "Conventional practices suggest that physical restraints are necessary for resident safety", he explained. "However, research found that these restraints can result in anxiety and frustration for residents. We found that their removal, once staff concerns about this were addressed, led to a much more positive approach to mobility by both residents and staff. Combined with a range of other measures, this helped reduce aggressive incidents by 71%."

A problem that homes specialising in dementia care often find is that new staff often feel overwhelmed. So Winston Lodge developed a staff education program, which won the home's second award, to combat this. Michele Miles, a

care service employee at the home said: "I found the knowledge that I gained through the education program, and the support I was given by my mentor, gave me much more confidence in my ability to care well for residents affected by dementia, as well as providing me with new skills that I now put into practice on a regular basis". The home reports that agency staff usage has reduced by 76% due to a lower turnover of care staff since the program started.

The third award-winning program improved nutrition and hydration.

Residents are often left on a pureed diet after a period of time in hospital. A Robocou machine is now used to prepare meals to the correct consistency for each resident, and staff were educated on preparing food

of different consistencies. In order to improve hydration, water-based jellies were also introduced. Monitoring of this program showed that 66% of residents gained weight over the following five months, gaining 2.2kgs on average. Urinary tract infections reduced by 50%.

Chief Executive Officer of The Aged Care Standards and Accreditation Agency Ltd, Mark Brandon, said: "The staff and management at Winston Lodge are clearly dedicated to continually improving the care they provide for their residents, in what can be a challenging environment. Homes like Winston Lodge deserve to be recognised for the innovative approaches they take to address issues that are faced by homes on a daily basis."



Resident, Mrs Florence Goldfinch holding basket of chicks

Correspondence to:
The Editor,
The Aged Care Standards
and Accreditation Agency Ltd,
PO Box 773,
Parramatta, NSW 2124

email editor@accreditation.org.au
For more information including
guidelines for contributors, see the
Agency's website at
www.accreditation.org.au



Just a word...



Feedback from aged care quality assessors has highlighted the importance of regular education and information sessions. Our response to this feedback has been to launch Quality Assessor Information and Training (QAIT), the first sessions of which have just taken place. QAIT will provide training and regular updates on the Agency and aged care. Sessions will be held every two months in each state, details of which will be placed on the *For Assessors* section of the Agency's website, and assessors with suggestions for future sessions are encouraged to contact our State Education Coordinators (details on this page).

The Agency is committed to continually improving services and another important element of our program this year is series three of the Better Practice events. These are taking place in all six states, the details of which are on the back page of this issue of *The Standard*. These events have received positive feedback from those who have attended in the past two years, with delegates discussing significant issues that affect many homes, and innovative ideas for better practice being showcased. I look forward to seeing many aged care industry colleagues at these events.

Mark Brandon
Chief Executive Officer

Aged care snapshot

The recent publication of the Report on Government Services by the Productivity Commission provided some interesting information about the aged care sector in Australia. Reports in the media regularly remind us that Australia has an ageing population, and this new publication confirms that the proportion of people aged over 70 is set to rise from 9.3% to over 20% by the 2040s.

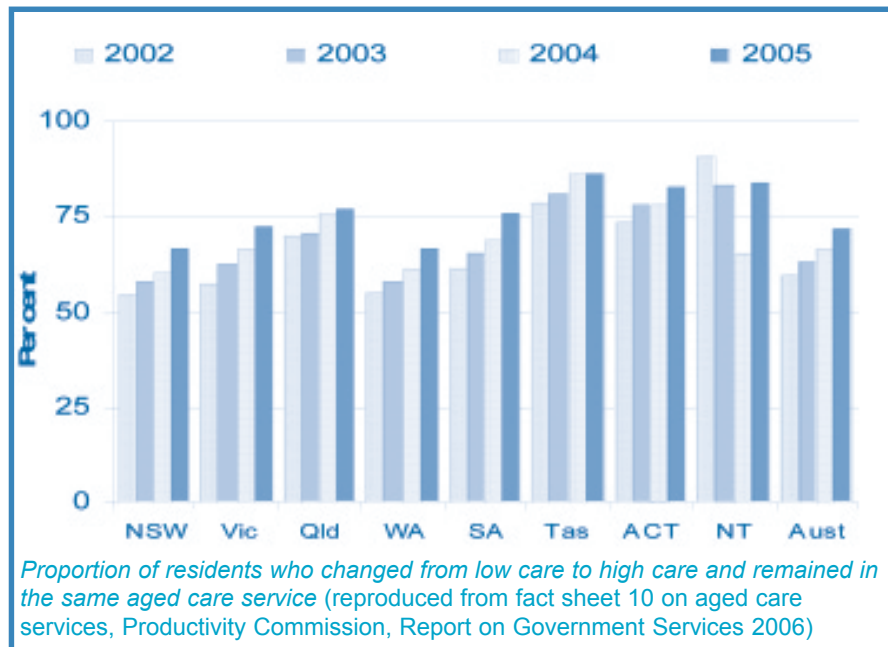
The changing demographics of our population mean that the services provided to all sections of the community, including the elderly, need to adapt. And the aged care sector is already experiencing some change in the type of service it provides.

Government policies over the past 10 years have evolved to provide an increasing number of non-

residential places. The use of Home and Community Care (HACC), Community Aged Care Packages (CACPs) and Extended Aged Care at Home (EACH) as components of the aged care system has therefore expanded.

Another change over recent years, has been the proportion of residents who have changed from low care to high care and remained in the same facility, as part of the 'ageing in place' policy. The table below illustrates this. This trend reflects the increasing flexibility of aged care facilities allowing them to adjust to cater for the changing needs of residents, without requiring them to move to a new home.

The report reflects the changes occurring in the structure of aged care. The report can be found at www.pc.gov.au



STATE EDUCATION COORDINATORS CONTACT DETAILS

- QLD: Rebecca Cross 07 3852 3100 rebecca.cross@accreditation.org.au
- SA: Philomena Mitolo 08 8272 3766 philomena.mitolo@accreditation.org.au
- VIC: Rosemary Angelotti 03 9843 1441 rosemary.angelotti@accreditation.org.au
- WA: Yvonne Donnelly 08 9201 1344 yvonne.donnelly@accreditation.org.au
- NSW & ACT: Leah Asensio 02 9633 2099 leah.asensio@accreditation.org.au

Profile: Maree Gaffney



(L to R) Maree Gaffney with former Minister for Ageing, The Hon Julie Bishop MP and former training coordinator Nancy Councillor

training that is being provided. It was great to have the project recognised in the Minister's Awards for Excellence in Aged Care.

What do you look forward to?

I look forward to continuing my work with the interesting people engaged in training, and working with a great team. I'm also looking forward to establishing a bridging course and enrolled nursing course.

Your biggest buzz

I enjoy seeing staff becoming more confident about their work and prepared to take on more responsibility as a team, and it is also extremely satisfying to see people who have not previously had a positive experience of education and training, benefiting from the training program so much that they sometimes enrol in Certificate III Aged Care.

Who or what inspires you?

The residents I meet when I visit residential aged care services. And the Kimberley aged care workforce, which works under difficult conditions, are very resourceful and give a fantastic service with a smile.

Job title

Training Coordinator at Kimberley Aged and Community Services, WA.

Describe your job

I arrange training for non-clinical staff at seven residential aged care facilities across the Kimberley in relation to aged care standards. A major element of my work is conducting annual training needs analyses and organising training programs, including for people whose first language is not English.

Challenges of the job

Finding ways to reduce the high cost of delivering training in the Kimberley is a big challenge, as is meeting the changing needs of homes as all aged care facilities in the Kimberley have a high turnover of staff.

Highlights of the job

The wonderful team at Kimberley Aged and Community Services and at the residential aged care facilities, as they are so enthusiastic about the high quality

The Standard –
have your
say

February's edition of *The Standard* included the annual survey of readers, the results of which will be used to improve *The Standard*. So far, the majority of responses have been from people who tend to receive *The Standard* in the post. A range of interesting suggestions on the future shape of articles have been made.

You are encouraged to respond to the survey if you have not already

done so, particularly if you are a member of nursing, clinical or other staff in an aged care facility or if you are a resident. Also, if you receive *The Standard* via email, your response to the survey would be appreciated.

If you would like further forms, please email editor@accreditation.org.au

Better Practice Awards Better Practice Awards Better Practice Awards Better Practice

Improved nutrition program -

Labrina Village, Prospect, South Australia

It was found that residents in Labrina Village, owned by Southern Cross Care, would benefit from improved nutrition and hydration. Staff education from a



Residents enjoy a meal from the new menu

range of professionals including nutritionists and a speech pathologist took place. Residents are now risk assessed on admission and then assessed every three months or more regularly. A resident menu review committee guarantees resident involvement, and improvements around the entire mealtime experience were made. The first six months of the program saw 78% of residents gaining more than one kilogram.

Major incident plan -

Lourdes Valley Nursing Home, Myrtlebank, South Australia



Staff prepare to trial major incident plan

Lourdes Valley nursing home, owned by Southern Cross Care, is in a high risk location, close to major arterial routes, so it was decided by the home's disaster recovery group to establish a major incident plan, as an extension to its existing fire and evacuation procedure. Residents were involved in the development of the plan, and a range of government departments assisted in its analysis. A 'mock trial' of the plan is carried out annually to test its effectiveness in different scenarios.

Laundry facility -

Lourdes Valley Hostel, Myrtlebank, South Australia

When plans to redevelop this hostel were considered, it emerged that the existing laundry posed a high risk for cross-contamination, as well as being a poor work environment for staff. Research was carried out by the home's housekeeper, Bernadette Robertson, into best practice in laundry design. Dialogue with architects was maintained throughout the entire construction process and the design and new equipment means that the risk of cross-contamination has been minimised, and staff handling of soiled linen and risk of exposure to chemicals have been eliminated.

Restraint minimisation program -

Phillip Kennedy Centre, Largs Bay, South Australia

Southern Cross Care's Phillip Kennedy Centre, which caters for high-care residents, identified



Staff present research on restraint minimisation

restraint minimisation as a priority, given the home's commitment to residents' right to self-determination. Staff education on falls prevention, muscular contracture prevention and alternatives to restraint took place. Restraint belts and bed rails were removed, floor mattresses and hip protectors were introduced and daily physiotherapy was introduced meaning residents can now take individual risks whilst minimising injury.

The **Better Practice in Aged Care Awards** are presented for better practice in any program run by a home, that benefits the lives of the residents.

Nominations for an award are made at the same time as reapplying for accreditation and are a means of promoting positive results for residents in the aged care industry.

More information on **Better Practice Award** winning programs can be found at www.accreditation.org.au.

For more information on how to apply for a **Better Practice in Aged Care Award**, please contact Jennie Day, Better Practice Awards Coordinator, 02 9633 1711 by email jennie.day@accreditation.org.au, or visit the Agency's website.

Occupational therapy makes a difference

Successful occupational therapy (OT) programs can assist homes in meeting a range of expected outcomes of the Accreditation Standards. These include 2.14 on mobility and dexterity, 2.16 on sensory loss, 3.4 on emotional support, 3.5 on independence, 3.7 on leisure interests and activities, 3.8 on cultural and spiritual life, and 4.4 on living environment. Such programs work by including ways of maintaining or building functional independence of the participants. This can result in an improvement in residents' self-esteem and the maintenance of social skills with the support of specialist staff.

Occupational therapists can make interventions into residents' daily activities such as ensuring ramps are of a correct gradient and ensuring circulation space in bathrooms. Modifications such as toilet seat raisers and rails in showers can also be recommended by therapists. An important aspect of OT for residents of aged care facilities is the improvements that can be made to their motor skills, cognition, sensation, perception, social skills and self esteem through a specialised approach to diversional group and individual activities. Homes participating in such programs ensure that all residents feel welcome to attend, and residents also benefit from a weekly, if not more often, individual therapy session based on their assessed needs.

Group programs include activities such as croquet, bob's uncle and skittles to improve gross motor skills, crafts such as cooking and

“Occupational therapy has a role in assisting homes in improving residents' ability to carry out activities of daily living and therefore improve independence, and has positive clinical outcomes”.

*The Agency's GM,
Accreditation,
Ross Bushrod*



Mrs Phyl Smith, of Churches of Christ Homes Elanora Aged Care Facility, Bunbury with OT Dyan Dent

gardening for fine motor movement in the hand and wrist, memory games and quizzes to benefit memory and other mental processes, massage, aromatherapy and food tasting to benefit sensation, table games to benefit perception, and word games, discussions and story telling to assist with communication skills. This type of activity is incorporated into weekly programs based on residents' abilities and interests, and combined with events such as birthday celebrations, guest speakers, outings and multicultural information displays.

In many homes, table games such as bingo, dominoes, ludo,

pictionary, cards, and trivial pursuit are often played by residents, but not usually as part of a coordinated program to benefit the independence and skills of those playing. If, as part of an occupational therapy program, activities are analysed under performance components, modified to reflect participant skills and supported with specialised techniques for the residents concerned, these games can improve, maintain or

minimise loss of fine motor skills such as approach, grasp, release, placement, manipulation and bi-lateral coordination.

Dyan Dent, an occupational therapist who provides therapy programs for Catholic Homes, Churches of Christ Homes and Baptistcare in country WA, regards the service that she and other occupational therapists provide as

vital to the wellbeing of aged care residents.

“Naturally, clinical care is the highest priority for aged care providers, but the standards that are assessed by The Aged Care Standards and Accreditation Agency also include an expected outcome on leisure interests and activities which is clearly benefited by occupational therapy programs, and a range of other expected outcomes can also benefit,” she said.

“Carefully considered occupational therapy programs, based on a sound assessment of needs can really make a huge difference to the quality of life enjoyed by residents in all homes”.

Chelsea Manor enters Melbourne's Olympic Dream Fun Run



Resident Cecily Reeves and Clinical Co-ordinator Nina DeSilva crossing the finish line

Chelsea Manor residents and staff were the first residential aged care facility to enter the 10km and 6km Olympic Dream Fun Run, raising funds for future Olympians, in Melbourne last November. Staff, in their first attempt at the 10km run, won the corporate trophy by completing the course in 51 minutes.

Resident Mrs Valma Barwise, aged 87, completed the 6km course in 1 hour 41 seconds in her wheelchair and another resident Mrs Cecily Reeves, aged 79, completed it in 1 hour 36 minutes with her wheelie frame. Cecily said: "I have always wanted to do something like this, but until now, I have never had the motivation or opportunity."

The Olympic Dream Fun Run was initially discussed by residents and lifestyle and activities coordinator, Carol Byron, as part of the home's Slow Stream Rehabilitation program.

Slow Stream Rehabilitation is designed to enhance the quality of life of residents by assessing their needs and then setting small achievable goals that residents want to achieve in the nurturing environment of the home. This came about because it was found that a large number of residents become frailer due to factors such as medication side effects and sedentary lifestyles.

Due to the success of the Slow Stream Rehabilitation program, falls and use of medication have reduced. Individual exercise programs and the walking club have become a norm and residents actively participate in health promotion activities. Residents report they are much more in control of their lives now and, already, five residents have volunteered to take part in the 2006 Fun Run.

Better 2006 Practice



Thinking about presenting at a Better Practice event? Speaker submissions close for Perth on 26 April and for Melbourne on 26 May 2006.

For all the information you need to know about the Better Practice events, including being a speaker, please visit www.accreditation.org.au

Adelaide
25-26 May 2006

Hobart
29-30 June 2006

Brisbane
13-14 July 2006

Sydney
24-25 August 2006

Perth
19-20 October 2006

Melbourne
23-24 November 2006

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