

Perpetua in the Pines – Two page summary

Resident satisfaction is described as “*the most important data measurement*” at Perpetua in the Pines. The service uses this information to drive and to follow up improvements. It has a range of mechanisms that ensures residents provide regular and relevant feedback. These include monthly resident meetings, comments and complaints, resident and representative surveys held every four months, and a range of other targeted surveys.

The management meetings have a regular agenda item titled “audits and questionnaires” where the latest results are fed back and discussed.

Input from residents and staff was used recently to review the service’s mission, vision, values and objectives. And residents and relatives have been involved in the review and improvement of the many of the service’s communication processes. For example:

- the complaints and comments process,
- resident and relative information and handbooks,
- resident and relative bulletin,
- care planning and other communications.

They have also been involved in the development of a new resident and representative training program. Whilst only in its infancy it represents a positive development supported by the residents.

The service manages its improvement through the quality action plan and analysis of this showed that twenty-two percent of the improvements are directly related to resident feedback.

The service has a continuous improvement policy that clearly spells out responsibilities for quality at all levels of staff. The continuous improvement system includes a quick fix book, a range of planned audits, complaints and comments, resident, relative and staff satisfaction surveys, networking, staff forums, resident and relative meetings, management and staff meetings.

The service has ISO based systems and has recently been involved in the pilot program of “Excellence in Aged Care” run by Business Excellence Australia.

Possible new ideas and services are initially tested with residents to assess whether the proposed idea might lead to an improved quality of life and wellbeing for the residents. Ideas are integrated into the quality action planning process and are reviewed following implementation.

One such example, representing a planned and consultative approach to service development is Perpetua in the Pines’ sub-acute and palliative care project.

It involved seeking input from a range of stakeholders and has received positive feedback from residents, relatives, acute care services, doctors and allied health professionals.

It has provided positive results for residents as it has enabled the improved management of residents' high care needs at the service rather than transferring residents to an acute care service. Since the project was established, no resident has required hospitalisation or external admission despite sub-acute care needs e.g., subcutaneous hydration, IV antibiotics, complex pain and wound management.

Perpetua in the Pines can now also provide an interim care service for patients leaving acute care to a residential aged care service (or to go home) that provide benefits for them and other stakeholders.

“Approximately sixty-six patients have been through the interim care program in the last year and this significantly reduces their length of stay in acute care. The residents feel comfortable in a more appropriate facility.”

- Letter from the local acute care service.

The service development involved:

1. Researching the approach taken to sub-acute care in twenty other services
2. Contacting four acute care facilities to assess the level of need and the desirability for such services being run within the residential aged care service
3. Scoping the current care provision at Perpetua in the Pines and the intended extensions to the care provision
4. Surveys of ten doctors, seven allied health professionals, eighteen residents and representatives, to gauge their support of such a program. All stakeholders surveyed provided positive responses to the proposed service development
5. Training and development in palliative care for the care providers at Perpetua in the Pines. This involved attending courses run by the acute health sector, 1:1 mentoring out in the field with palliative care providers, and in-services.
6. Development of increased scope of the palliative care program. Training has continued for staff, internally and externally.

These services provide for positive results for a range of stakeholders and show clear links to the acute care and wider communities.