



WA Nurse of the year



Peter McHale from Southern Cross Care was recently awarded WA Nurse/Midwife of the Year, and Residential and Aged Care Registered Nurse of the Year at a special awards ceremony.

The Western Australian Nursing and Midwifery Excellence Awards are run by the Nurses Board of Western Australia, and are designed to acknowledge nursing and midwifery expertise in areas of clinical practice, leadership, research, indigenous health and education, within hospital, community or residential care settings.

Peter's career in mental health nursing spans more than 30 years. Since joining Southern Cross Care in 2000, he has been instrumental in the development of innovative programs

of care for people with dementia living in the community, and is recognised as one of Australia's pre-eminent dementia care practitioners. Peter recently travelled to India to assist the Alzheimer's and Related Disorders of India Association with the delivery of dementia care training to their aged care workers. He has also been invited to assist the NSW Hammond Care Group set up their first High Dependency Unit later this year.

Congratulations Peter.

National palliative care initiative launched

A new community education initiative on palliative care has been launched by Palliative Care Australia, with financial support from the Australian Government.








The National Palliative Care Program has four priority areas: support for patients, families and carers in the community; increased access to palliative care medicines in the

community; education, training and support for the workforce; and research and quality improvement for palliative care services.

As part of the initiative there will be special emphasis on collaboration with indigenous and culturally and linguistically diverse communities.

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Just a word



As most homes are aware, it is now a requirement under the *Accountability Principles 1998* for approved providers to conduct criminal records checks on all staff and contractors who are likely to have unsupervised contact with residents.

As aged care assessors spend a considerable amount of time in aged care homes, and are required to have one-on-one access with residents, I have been asked by some approved providers whether assessors must have the same sort of criminal check.

The short answer is yes. The requirement for criminal checks is extended to all registered aged care assessors – employed by the Agency as well as contract assessors.

Criminal records checks have become part of the registration process for new assessors. Put simply, in order to be registered as an assessor, a criminal record check is required every three years.

All new assessors have been required to have a criminal record check from 1 March, 2007.

Current assessors have been informed that they must have at least lodged an application with the assessor registering body by 1 June 2007 in order to be considered for appointment to an assessment team.

Assessors who have not obtained a criminal record check by 1 September will be deregistered.

Homes can therefore rely on proof of current registration as confirmation of compliance with the new legislation in relation to police checks for assessors.

Mark Brandon,
Chief Executive Officer

National palliative care initiative launched

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Key members of indigenous and mainstream services will meet to discuss a plan for culturally appropriate palliative care delivery for indigenous Australians.

Work is continuing with CALD communities to tackle the needs of CALD groups and the publication *What to say, what to do* is being translated into several languages.

For more details go to www.health.gov.au/palliativecare.

Austin Health in Victoria has developed a respecting patient choices program to support advance care planning. Advance Care Planning is a process enabling a patient to make decisions about their future health care in consultation with healthcare providers, family members and other important people in their lives. For information on the program, go to www.respectingpatientchoices.org.au.

Better Practice 2007

Be inspired, challenged and motivated

A dynamic forum to share practical take-home ideas and insight into providing an improved quality of life for older Australians in aged care

Sydney – 23-24 August
Brisbane – 6-7 September
Melbourne – 25-26 October
Perth – 8-9 November



STOP PRESS

The Minister for Ageing, Christopher Pyne, will be speaking at the Sydney Better Practice event. Register now to attend by contacting (02) 8831 1028 or go to the Agency's website www.accreditation.org.au.

For more information or to register your interest to present or attend an event, go to www.accreditation.org.au.

History on display



Tanunda Lutheran Home in SA recently held an Art and Memorabilia exhibition, with residents, staff and volunteers working together on the project.

The annual event encourages creative and reminiscent interaction and participation between residents, staff and volunteers of Tanunda Lutheran Home.

All were invited to showcase items that have either been made by them or have historical or personal significance. A gold coin donation to raise funds for the Diversional Therapy Department program was asked of attendees. Participants presented their 'story' in relation to the items on display, creating enormous attention.

The positive connections made between people who live and work together and the forming of deeper meaningful relationships has been remarkable. Such exhibitions give individuals the opportunity to contribute a little something of their inner selves, a part of their personality that may have been suppressed, forgotten or just put aside for a long time.

Local school children came along and marvelled at the items displayed, which included a painting of European country completed 80 years ago, fine tapestry work, old dolls, tiny silky wedding gowns seemingly too small for any adult, a collection of different walking sticks, modern art from current residents, staff and volunteers, a Turkish coffee pot, sheep shearing items with fleece to roll through your hands and smell.



◀ **Article submitted by Tanunda Lutheran Home, South Australia**

Focus on oral and dental care 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 2.15 Oral and dental care.

Assessors look for the following results:

- Management demonstrates residents' oral and dental health is maintained.
- Residents/representatives confirm they are satisfied with the home's approach to managing residents' oral and dental care.

Assessors consider the following processes:

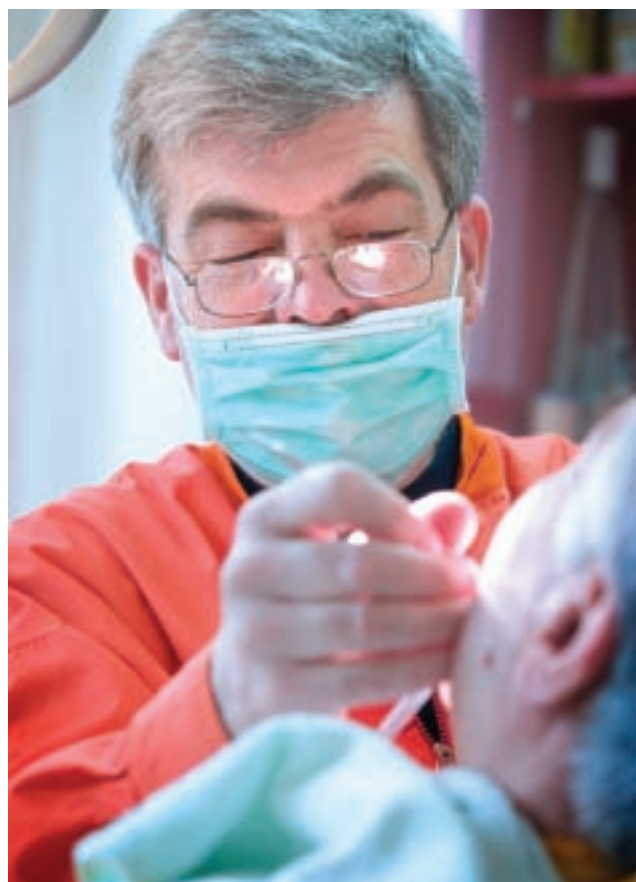
- How does the home ensure regular assessments of the residents' oral and dental health are conducted and communicated as per the general care process? For example:
 - Is there regular consultation with residents/representatives and relevant health professionals (for example, dentists or oral hygienists)?
 - How does the home identify any eating or swallowing difficulties?
- Does care planning include oral and dental plans that are communicated to relevant care staff as per the general care planning process? Do these include:
 - Details about daily care of teeth, mouth and dentures as appropriate
 - Dental and oral care appointments as appropriate?
- Is care delivered consistent with oral and dental care planning? For example:
 - Are there appropriate resources accessible to the resident as planned?
 - Are residents assisted to maintain oral hygiene?
- How does the home regularly evaluate and review oral and dental care delivered to determine its effectiveness in meeting the needs of each resident? For example:
 - Are staff practices monitored?
 - Are each resident's oral and dental care needs and preferences reviewed along with the care given and its effect?

Links to related expected outcomes

Expected outcome 1.7 Inventory and equipment – it is expected that appropriate equipment and supplies are accessible for the management of residents' oral and dental care needs, for example, cleaning products.

Expected outcome 2.5 Specialised nursing care needs – special feeding for care recipients with dysphagia, suctioning of airways and tracheostomy care are considered specialised nursing care needs.

For more information on the results and processes of other expected outcomes, you can download the *Results and processes guide* from the Agency's website, (97 pages) or you can purchase a copy of "The Accreditation Essentials". Go to www.accreditation.org.au and click on 'Resources for sale: Accreditation essentials'.



Better oral health for older people – the South Australian experience

By Anne Fricker*



Over the past three years, the SA Dental Service has implemented several innovative approaches to improve oral health for older people. The programs have been directed both to older people living in the community and to those in residential aged care facilities, and were designed to demonstrate the ability of oral health interventions to improve general health and well being.

The private and public dental sectors have worked together with other key partners including GPs, peak bodies for aged care, the Council on the Ageing and of course staff from residential aged care facilities.

Residents in aged care facilities

Older people in residential aged care facilities are especially vulnerable to oral diseases as their ability to maintain oral hygiene diminishes.

The public and private dental sectors collaborated with aged care sector representatives to design a pilot program that made portable dental equipment available at no cost to private dentists visiting selected nursing homes. Funding was also provided to allow all residents in a facility to be examined and to reimburse most of the cost of dental treatment for Centrelink concession cardholders.

Aged care facilities staff welcome the program and there is much anecdotal evidence of the well being and manageability of residents being dramatically improved. One outcome of the program is the *Oral Health Protocols for Residential Aged Care Facilities* which can be found on the SA Dental Service website www.sadental.sa.gov.au. This includes information about the importance of oral health, guidelines for dentists visiting aged care facilities, oral health treatment protocols and useful forms. Limited funding has not yet permitted expansion of the program.

Recognising the important relationship between oral health and general health, in 2005 the Australian Government (Dept Health & Ageing) commissioned an Oral Health Assessment Tool Kit from a team including the SA Dental Service, the University of Adelaide (Australian Research Centre for Population Oral Health), the Joanna Briggs Institute and Alzheimer's Australia. The tool kit is designed to be integrated with GP comprehensive medical assessments.

The Future

The SA Dental Service has formed a consortium to apply for funds from the Department of Health and Ageing's *Encouraging Best Practice in Residential Aged Care Program* with the aim of developing an evidence-based, best practice model to promote better oral health within the residential care sector using the Oral Health Assessment Tool Kit. (The outcome of this application is not known at the time of writing.)

The South Australian Oral Health for Older People programs are showing that improving oral health impacts positively on people's health and well being. Non-dental health professionals are successfully identifying people who can benefit from timely oral health interventions and referring them for care.

Changes announced in the recent Federal Budget will extend the opportunities for the provision of Medicare-funded dental care available for people with chronic diseases, who are either living independently in the community or in residential aged care.

* Anne Fricker is Project Manager Aged Care, SA Dental Service, Central Northern Adelaide Health Service.

For more information, contact Anne Fricker – anne.fricker@health.sa.gov.au

A visit to yesteryear

By Mary Simms*

Residents, staff, volunteers and visitors enjoyed a visit to yesteryear with week-long activities at Tannoch Brae Hostel in Geelong, Victoria.

The week began with the activities room being transformed into the Tuppence Lolly Shop with staff dressed in period costume and lots of mouth watering tastings were savoured. Old copies of *The Sun* and *Women's Weekly* were read with the abdication of Edward VII a hot topic as well as the Melbourne Olympic Games and the fashions of the times.

A local school teacher helped turn the activities room into a classroom, with staff dressed in school uniform, complete with old box pleat uniform and tie. The classroom was decked out with maps of the Commonwealth, the Australian flag, imperial measurement charts and rows of desks with slates and chalk. The lesson began with the oath and saluting of the flag, followed by five times tables and English tasks.

A kit was hired from Museum Victoria with toys and games of the early 1900s including knucklebones, marbles, kewpie dolls, billycars, Tooleybuc, early dolls and hopscotch. One resident brought along a celluloid doll that was 84 years old.

The home's manager dressed in the nurse's uniform she trained in 40 years ago – complete with cape and cap. Many residents had to look twice. One resident, an ex-matron, was critical of the lack of starching!

Residents visited the Geelong Carousel on the waterfront, enjoying a ride in horses and carriages. Getting on (and off) the horses was a challenge!

A pyjama party was held with games, nursery rhymes, fairy tales chocolate crackles and rum balls, and a cocktail party was held with residents dressed in their fineries, where staff wore cocktail dresses and served drinks.

What a brilliant week – one that most of us are still talking about!

* *Mary Simms, Diversional Therapist,
Tannoch Brae Hostel, Victoria.*



New accreditation fees from 1 July 2007

Each year the accreditation fees are adjusted in line with the Consumer Price Index (CPI). The Agency website has a table with the new fees that are effective for applications for accreditation submitted on or after 1 July 2007. Please make sure that you visit our website www.accreditation.org.au and look under Quicklinks for Accreditation Fees (for homes) 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.

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).

107 years young

Resident of Baptistcare Gracehaven Nursing Home in Western Australia, Mrs Gladys Broomhall recently celebrated her 107th birthday.

Mrs Broomhall (nee Wansborough) was born on 11th April 1900 at Grass Valley. She became a school teacher and taught at the Northam School until she married Bert in 1928. Together the couple had two children. Mrs Bloomhall has lived at Gracehaven Nursing Home since 2001. She enjoys occasional outings and taking part in the regular discussion and reading groups.



Going platinum



▲ *Jenny Lynn, Manager RiverSea Hostel; Nina Lyhne, Worksafe Commissioner and Victoria Amey, Centre Manager Bethanie House, South Perth*

The achievement of a Platinum Safety Award for Churches of Christ Homes and Community Services Incorporated is a first for the aged care industry in Western Australia. Awarded by Worksafe WA, the commendations were introduced in January 2006 to recognise outstanding occupational safety and health management, solutions and innovation in Western Australian workplaces that reduce the risk of work-related injury and disease.

COCH Chief Executive Wayne Belcher emphasised that maintaining a safe environment is pivotal to the organisation's vision, mission and values.

"In an environment where care and safety is paramount, both COCH and the aged care industry have made significant gains in establishing workplaces that ensure the safety of staff, those in their care and families are high on the agenda," he said.

Two of COCH's operations, RiverSea Hostel in Mosman Park and Bethanie House Adult Day Centre in South Perth, were recognised for their safety management practices. In April their management and staff were presented with platinum status awards by Worksafe Commissioner, Nina Lyhne at a celebratory function attended by COCH staff and representatives of the COCH board as well as Board members of Curtin Aged Persons Homes, the owners of Riversea Hostel, and representatives from SafetyFirst, COCH's Occupational Safety and Health Consultants and the Aged Care Standards and Accreditation Agency Ltd.

Director profile - Professor Rhonda Nay



◀ Professor Rhonda Nay

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

This month, we profile Professor Rhonda Nay.

Professor Nay was appointed as a director of the Aged Care Standards and Accreditation Agency Ltd on 24 June 2002.

Her background includes:

- Foundation Professor of Gerontic Nursing at La Trobe University
- Director of the Gerontic Nursing Clinical School and the Australian Centre for Evidence Based Aged Care
- Member of the Australian Health Care Agreements Continuum of Care Reference Group
- Member of the National Advisory Committee on Ageing
- Member International Research Centre for Healthy Ageing and Longevity.

What perspective/ historical experience do you bring with you?

1. Nearly 40 years of working in some aspect of aged care. A desire to see older people seen as people first and foremost – not aged, or diseased or 'at risk'!
2. A belief that we can always do much better than we are doing today and that aged care requires the 'best' staff who have the skills and knowledge to assess and respond appropriately to co-morbidities while having the humanity to really connect with the older person and family and a capacity for sharing optimism and supporting end of life decisions even when they may conflict with our own views of 'what is best'.
3. A knowledge that we will be more successful in improving quality of care if we work together and take an educative, rather than punitive, approach.

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

Aged care has been fortunate to undergo intense public scrutiny. Why? Because this has required a rapid move to professional practice and the collection and documentation of data that permits residents, families, the public and staff to not only see how well they are doing but to rebut media misinformation and continuously improve. I believe that because of this scrutiny older people generally can feel more confident about the care in registered aged care facilities

than in other services. I would like to see the public excited to support aged care to the same financial tune as they do children's appeals!

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

The recognition that custodial care is a past shame, the resident goals must drive care decisions and that we have a responsibility to provide and justify to all stakeholders that we are providing world's best, quality care.

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

What I would like to see is a stronger move from compliance mentality to self-motivated excellence; a pride in demonstrating quality rather than a fear of being 'caught out'. Registered aged care facilities could be replaced by multipurpose integrated services that offer triage, palliation, rehabilitation and community outreach. Telehealth will ensure older people and health professionals are not disadvantaged by distance or lack of geographically located experts. Most people who simply require supported residential care will be receiving support from health professionals and assistive technology in the community. Older people will not be waiting on trolleys in emergency waiting to be assessed by non-experts in geriatrics and labelled as bed-blockers. They will be welcomed and comprehensively assessed by interdisciplinary experts who take a person centred approach and genuinely share care. Direct care will be provided by multi-skilled health practitioners.



The Aged Care

Standards and Accreditation Agency Ltd

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