

The Aged Care Quality Standards

Some hints and tips ...



SECTOR
DEVELOPMENT

Supporting CHSP and HAAC PYP funded organisations

GRAMPIANS REGION

Background..

November 2018 Alliance Meeting – you told us via “live Poll” that you would be interested in a Community of Practice (COP) to prepare for the Aged Care Quality Standards.

Instead of creating ‘another’ meeting – we will instead provide information, support and assistance via Alliance Meetings.

Assumptions: That you attended one of the information sessions held late 2018.

If you didn’t attend, visit

<https://www.youtube.com/watch?v=MWqCszdMieo&feature=youtu.be>

to view the webinar!!

The Australian Aged Care Quality Agency (AACQA) declined our invitation to attend and present further information. This agency is responsible for all Aged care Quality Reviews – our contact is Robyn Moulder. Robyn instead provided further information for Sector Development to take it forward.

About the new Aged Care Quality Standards

The new Aged Care Quality Standards are contained in the [Quality of Care Amendment \(Single Quality Framework\) Principles 2018](#).

The new Standards will replace existing standards:

- Accreditation Standards
- Home Care Standards
- National Aboriginal and Torres Strait Islander Flexible Aged Care Program Quality Framework Standards
- Transition Care Standards.

The Aged Care Quality Standards apply to all aged care services including residential care, home care, flexible care and the Commonwealth Home Support Program services.

Preparing for the new Aged Care Quality Standards

From 1 July 2019 the Aged Care Quality and Safety Commission expects organisations providing aged care services in Australia to comply with the Aged Care Quality Standards.



Play video: <https://youtu.be/O26-RS4CfQI>

Ask yourself..

Have I read and do I understand the Standards?

Do I understand the Intent?

Have I engaged with the guidance material?



8 standards – 24
requirements.

Achievement of
these standards
every day.

Resources: What you need to know...

Download a copy of the
“Guidance and Resources for Providers
to support the Aged Care
Standards”

<https://www.agedcarequality.gov.au/providers/standards/quality-standards>

(Note: This is 159 Pages – But you will need a copy!!)



Guidance and Resources

for Providers to support the Aged Care Quality Standards

Resources:

What you need to know...

A summary of the standards via Factsheet:

<https://www.agedcarequality.gov.au/sites/default/files/media/ACQSC%20Aged%20Care%20Quality%20Standards%20fact%20sheet.pdf>

Standard 1

Consumer dignity and choice

Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

Organisation statement:

2. The organisation:

- has a culture of inclusion and respect for consumers; and
- supports consumers to exercise choice and independence; and
- respects consumers' privacy.

Requirements

3. The organisation demonstrates the following:

- Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.
- Care and services are culturally safe.
- Each consumer is supported to exercise choice and independence, including to:
 - make decisions about their own care and the way care and services are delivered; and
 - make decisions about when family, friends, carers or others should be involved in their care; and
 - communicate their decisions; and
 - make connections with others and maintain relationships of choice, including intimate relationships.
- Each consumer is supported to take risks to enable them to live the best life they can.
- Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.
- Each consumer's privacy is respected and personal information kept confidential.

Standard 2

Ongoing assessment and planning with consumers

Consumer outcome:

1. I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

Organisation statement:

2. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preferences.

Requirements

3. The organisation demonstrates the following:

- Assessment and planning, including consideration of risks to the consumer's health and well-being, informs the delivery of safe and effective care and services.
- Assessment and planning identifies and addresses the consumer's current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.
- Assessment and planning:
 - is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services; and
 - includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.
- The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.
- Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.

Standard 3

Personal care and clinical care

Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

Organisation statement:

2. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being.

Requirements

3. The organisation demonstrates the following:

- Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:
 - is best practice; and
 - tailored to their needs; and
 - optimises their health and well-being.
- Effective management of high-impact or high-prevalence risks associated with the care of each consumer.
- The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.
- Deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.
- Information about the consumer's condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.
- Timely and appropriate referrals to individuals, other organisations and providers of other care and services.
- Minimisation of infection-related risks through implementing:
 - standard and transmission-based precautions to prevent and control infection; and
 - practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

Standard 4

Services and supports for daily living*

Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

Organisation statement:

2. The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

Requirements

3. The organisation demonstrates the following:

- Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life.
- Services and supports for daily living promote each consumer's emotional, spiritual and psychological well-being.
- Services and supports for daily living assist each consumer to:
 - participate in their community within and outside the organisation's service environment; and
 - have social and personal relationships; and
 - do the things of interest to them.
- Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.
- Timely and appropriate referrals to individuals, other organisations and providers of other care and services.
- Where meals are provided, they are varied and of suitable quality and quantity.
- Where equipment is provided, it is safe, suitable, clean and well maintained.

* Services and supports for daily living include, but are not limited to, food services, domestic assistance, home maintenance, transport, recreational and social activities.

Resources:

What you need to know...

A summary of the standards available via Factsheet:

<https://www.agedcarequality.gov.au/sites/default/files/media/ACQSC%20Aged%20Care%20Quality%20Standards%20fact%20sheet.pdf>

Standard 5 Organisation's service environment*

Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation's service environment.

Organisation statement:

2. The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

Requirements

3. The organisation demonstrates the following:
- The service environment is welcoming and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function.
 - The service environment:
 - is safe, clean, well maintained and comfortable; and
 - enables consumers to move freely, both indoors and outdoors.
 - Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

* An organisation's **service environment** refers to the physical environment through which care and services are delivered, including aged care homes, cottage style respite services and day centres. An organisation's service environment does not include a person's privately owned/occupied home through which in-home services are provided.

Standard 6 Feedback and complaints

Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

Organisation statement:

2. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

Requirements

3. The organisation demonstrates the following:
- Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.
 - Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.
 - Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.
 - Feedback and complaints are reviewed and used to improve the quality of care and services.

Standard 7 Human resources

Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

Organisation statement:

2. The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.

Requirements

3. The organisation demonstrates the following:
- The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.
 - Workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity.
 - The workforce is competent and members of the workforce have the qualifications and knowledge to effectively perform their roles.
 - The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.
 - Regular assessment, monitoring and review of the performance of each member of the workforce.

Standard 8 Organisational governance

Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

Organisation statement:

2. The organisation's governing body is accountable for the delivery of safe and quality care and services.

Requirements

3. The organisation demonstrates the following:
- Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.
 - The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.
 - Effective organisation wide governance systems relating to the following:
 - information management
 - continuous improvement
 - financial governance
 - workforce governance, including the assignment of clear responsibilities and accountabilities
 - regulatory compliance
 - feedback and complaints
 - Effective risk management systems and practices, including but not limited to the following:
 - managing high-impact or high-prevalence risks associated with the care of consumers
 - identifying and responding to abuse and neglect of consumers
 - supporting consumers to live the best life they can.
 - Where clinical care is provided – a clinical governance framework, including but not limited to the following:
 - antimicrobial stewardship
 - minimising the use of restraint

Resources:

What you need to know...

The Guidance and Resource Book also available via “Interactive Web”:

<https://www.agedcarequality.gov.au/providers/standards/quality-standards>



The screenshot shows a web browser window with the URL <https://www.agedcarequality.gov.au/providers/standards/quality-standards>. The page title is "Guidance and Resources for Providers to support the Aged Care Quality Standards". Below the title, there is a instruction: "Click on the below boxes to reveal the menu." There are two buttons: "Open All" and "Close All". Below these buttons is a list of standards, each with a dropdown arrow:

- [Introduction](#)
- [Standard 1. Consumer dignity and choice](#)
- [Standard 2. Ongoing assessment and planning with consumers](#)
- [Standard 3. Personal care and clinical care](#)
- [Standard 4. Services and supports for daily living](#)
- [Standard 5. Organisation's service environment](#)
- [Standard 6. Feedback and complaints](#)
- [Standard 7. Human resources](#)
- [Standard 8. Organisational governance](#)

The Guidance and Resource Book..

Let's look more closely:

Example: **Standard 1. Requirement (3) (a)**

What is the intent of this requirement?

Intent of this requirement

People are all shaped by personal characteristics, experiences, values and beliefs. Aged care consumers have the same diversity of characteristics and life experiences as the rest of the community. Each consumer has social, cultural, language, religious, spiritual, psychological and medical needs that affect the care, services and supports they need.

No two consumers' lived experiences are the same. What is respectful or dignified for one consumer might not be for another. This means organisations need to take the time to listen to and understand each consumer's personal experience. They need to work with consumers in an inclusive and respectful way, using a consumer-focused approach.

It's important for an organisation to address diversity, whether or not a consumer has told them about their unique life experiences or characteristics. Using strategies to support the organisation's commitment to diversity helps consumers feel confident, sharing their identity and helps the workforce to see them as a whole person.

Standard 1

Consumer dignity and choice

Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

Organisation statement:

2. The organisation:
a) has a culture of inclusion and respect for consumers; and
b) supports consumers to exercise choice and independence; and
c) respects consumers' privacy.

Requirements

3. The organisation demonstrates the following:

- Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.
- Care and services are culturally safe.
- Each consumer is supported to exercise choice and independence, including to:
 - make decisions about their own care and the way care and services are delivered; and
 - make decisions about when family, friends, carers or others should be involved in their care; and
 - communicate their decisions; and
 - make connections with others and maintain relationships of choice, including intimate relationships.
- Each consumer is supported to take risks, to enable them to live the best life they can.
- Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.
- Each consumer's privacy is respected and personal information kept confidential.

Can my organisation address the reflective questions?

Reflective questions

- How does the workforce support the rights of consumers in line with the relevant Charter of Rights and Responsibilities?
- How would a consumer know that the organisation is inclusive and would support them to express their culture, diversity and identity if they wanted?
- Does the organisation collaborate with others or look for expert advice to support it respond to a consumers' diverse needs?
- How does the organisation support the workforce to understand how their own culture, personal attitudes, values and beliefs affect the way they deliver care and services?
- Are there ways for consumers to report disrespectful care or discrimination in how their care and services are delivered? What processes does the organisation have for handling consumer-to-consumer discrimination while maintaining the dignity of all involved?

Examples of actions and evidence

Consumers

- Consumers say they are treated with dignity and respect at all times.
- Consumers say they feel accepted and valued whatever their needs, ability, gender, age, religion, spirituality, mental health status, ethnicity, background or sexual orientation.
- Consumers say they are treated fairly and don't experience discrimination.

Workforce and others

- The workforce can describe what treating consumers with dignity and respect means in practice and what they would do if they thought a consumer's dignity wasn't being upheld.
- The workforce can describe how they respect and promote cultural awareness in their everyday practice.
- The workforce show how they recognise, promote and value diversity, including

Consider the examples

Let's work through Standard 1 (Requirement 3 a.) as a group activity

Each consumer is treated with dignity and respect, with their identity, culture and diversity valued;

Add your self assessment now...

Go to www.menti.com and use the code **65 19 34**



1

Grab your phone

www.menti.com

2

Go to www.menti.com



3

Enter the code 65 19 34 and vote!

Reflective Questions:

How does the workforce support the rights of consumers in line with the relevant Charter of Rights and Responsibilities?

How would a consumer know that the organisation is inclusive and would support them to express their culture, diversity and identity if they wanted?

Does the organisation collaborate with others or look for expert advice to support it respond to a consumers' diverse needs?

How does the organisation support the workforce to understand how their own culture, personal attitudes, values and beliefs affect the way they deliver care and services?

Are there ways for consumers to report disrespectful care or discrimination in how their care and services are delivered?

Also consider the examples of actions and evidence.

Consider:

Did the group meet the requirements?

What are the gaps?

What do we need to do to improve?

What are the Actions?

Develop an Action Plan!

Congratulations! - You just completed a self assessment for Standard (1) Requirement 3 (a)

Requirements	Intent of this requirement	Reflective Questions	Examples of actions and evidence	Self Assessment	Planned Actions
<p>(3) The organisation demonstrates the following:</p> <p>(a) Each consumer is treated with dignity and respect, with their identity, culture and diversity valued:</p>	<p>People are all shaped by personal characteristics, experiences, values and beliefs. Aged care consumers have the same diversity of characteristics and life experiences as the rest of the community. Each consumer has social, cultural, language, religious, spiritual, psychological and medical needs that affect the care, services and supports they need.</p> <p>No two consumers' lived experiences are the same. What is respectful or dignified for one consumer might not be for another. This means organisations need to take the time to listen to and understand each consumer's personal experience. They need to work with consumers in an inclusive and respectful way, using a consumer-focused approach.</p> <p>It's important for an organisation to address diversity, whether or not a consumer has told them about their unique life experiences or characteristics. Using strategies to support the organisation's commitment to diversity helps consumers feel confident sharing their identity and helps the workforce to see them as a whole person.</p>	<p>How does the workforce support the rights of consumers in line with the relevant Charter of Rights and Responsibilities?</p> <p>How would a consumer know that the organisation is inclusive and would support them to express their culture, diversity and identity if they wanted?</p> <p>Does the organisation collaborate with others or look for expert advice to support it respond to a consumers' diverse needs?</p> <p>How does the organisation support the workforce to understand how their own culture, personal attitudes, values and beliefs affect the way they deliver care and services?</p> <p>Are there ways for consumers to report disrespectful care or discrimination in how their care and services are delivered?</p> <p>What processes does the organisation have for handling consumer-to-consumer discrimination while maintaining the dignity of all involved?</p>	<p>Consumers:</p> <p>Consumers say they are treated with dignity and respect at all times.</p> <p>Consumers say they feel accepted and valued whatever their needs, ability, gender, age, religion, spirituality, mental health status, ethnicity, background or sexual orientation.</p> <p>Consumers say they are treated fairly and don't experience discrimination.</p> <p>Workforce and others</p> <p>The workforce can describe what treating consumers with dignity and respect means in practice and what they would do if they thought a consumer's dignity wasn't being upheld.</p> <p>The workforce can describe how they respect and promote cultural awareness in their everyday practice.</p> <p>The workforce show how they recognise, promote and value diversity, including differences in culture, beliefs, relationships and sexuality.</p> <p>Workforce orientation, training or other records that show how the organisation supported the workforce to meet this requirement.</p> <p>Organisation</p> <p>Strategic documents, policies and procedures have an inclusive, consumer centred approach to delivering care and services. They explain the organisation's commitment to diversity.</p> <p>A diversity action plan, or similar document, that the workforce has put strategies for inclusive care and service delivery into practice and followed.</p>		

A self assessment workbook is not available, so... we have created one for you... use it if you choose! Others are available.

Remember..

The process of self-assessment and reflection helps to identify both strengths and areas that need improvement.

Include different perspectives—those of management, staff, consumers, families, other departments, other services, and the Board.

Everyone involved needs to speak honestly about current practice and is open to new possibilities and making changes.

There needs to be a professional climate of respect - for everyone's ideas.

Plan practical strategies or actions to improve the quality areas that need improvement

There needs to be a continuous, embedded cycle of assessment, review and reflection.

Linkages across the standards

Linkages across the Standards

Standard	1	2	3	4	5	6	7	8
1	✓	✓	✓	✓	✓	✓	✓	✓
2	✓	✓	✓				✓	✓
3	✓	✓	✓				✓	✓
4	✓	✓		✓			✓	✓
5	✓				✓		✓	✓
6	✓					✓	✓	✓
7	✓	✓	✓	✓	✓	✓	✓	✓
8	✓	✓	✓	✓	✓	✓	✓	✓

More hints and tips

Unannounced visits will occur – this includes CHSP funded programs – not just RAC.

You should be familiar and aware of all the “resources” referred to in the Resource Guide. You should visit this section before completing the self assessment. **The information is there – but you will need to locate it!**

* Better practice guide to complaints handling
https://agedcare.health.gov.au/sites/default/files/documents/05_2014/better_practise_guide_manual.pdf

More hints and tips

What about HACCC PYP funded programs? – Unchanged as far as we have been advised.

Understand your client and your community – engage and consult.

If you haven't already – sort your costs out. Know how much it costs you to deliver!

For packages - Get the costs on your website!

Get your systems and invoicing in order!! (Home Care Packages). Understand your clients and stakeholders. Know who they are!