



## Australian Government

### Aged Care Quality and Safety Commission

#### Decision to re-accredit service following a site audit

##### Service and approved provider details

<b>Name of service:</b>	Sandbrook Assisted Aged Care
<b>RACS ID:</b>	5511
<b>Name of approved provider:</b>	McKenzie Aged Care Group Pty Ltd
<b>Address details:</b>	10 Executive Drive BURLEIGH WATERS QLD 4220
<b>Date of site audit:</b>	10 December 2018 to 12 December 2018

Note that the site audit was conducted under the Australian Aged Care Quality Agency. The Commission replaced the Australian Aged Care Quality Agency and the Aged Care Complaints Commissioner on 1 January 2019.

##### Summary of decision

<b>Decision made on:</b>	14 January 2019
<b>Decision made by:</b>	Authorised delegate of the Aged Care Quality and Safety Commissioner (Commissioner) under section 76 of the <i>Aged Care Quality and Safety Commission Act 2018</i> to decide under section 41 of the Aged Care Quality and Safety Commission Rules 2018 (Rules) about the accreditation of a service.
<b>Decision:</b>	To re-accredit the service under section 41 of the Rules.
<b>Further period of accreditation:</b>	17 March 2019 to 17 March 2022
<b>Number of expected outcomes met:</b>	44 of 44
<b>Expected outcomes not met:</b>	N/A

This decision is published on the Aged Care Quality and Safety Commission's (Commission) website under section 48 of the Rules.



**Australian Government**  
**Australian Aged Care Quality Agency**

# Site Audit Report

## Re-accreditation audit

Name of service: Sandbrook Assisted Aged Care

RACS ID: 5511

Approved provider: McKenzie Aged Care Group Pty Ltd

## Introduction

This is the report of a Site Audit from 10 December 2018 to 12 December 2018 submitted to the Australian Aged Care Quality Agency (Quality Agency).

There are four Accreditation Standards covering management systems, health and personal care, care recipient lifestyle, and the physical environment. There are 44 expected outcomes such as human resource management, clinical care, medication management, privacy and dignity, leisure interests, cultural and spiritual life, choice and decision-making and the living environment.

An approved provider of a service applies for re-accreditation before its accreditation period expires and an assessment team visits the service to conduct an unannounced site audit. The team assesses the quality of care and services at the service and collects evidence of whether the approved provider of the service meets or does not meet the Accreditation Standards. The site audit report is completed by the assessment team and outlines the team's assessment of the approved provider's performance in relation to the service. The approved provider may, within 14 days, give the Quality Agency a written response to the report.

The Quality Agency will make a decision whether to re-accredit or not to re-accredit the service, taking into account this site audit report, any response by the approved provider, and any other relevant information. In making a decision, the Quality Agency must be satisfied that approved provider will undertake continuous improvement in relation to the service.

If the Quality Agency makes a finding of non-compliance the Department of Health is notified.

All accredited services are subject to ongoing monitoring of compliance with the Accreditation Standards by the Quality Agency.

## Scope of this document

A site audit against the 44 expected outcomes of the Accreditation Standards was conducted from 10 December 2018 to 12 December 2018.

This site audit report provides an assessment of the approved provider's performance, in relation to the service, against the Accreditation Standards, and any other matters the assessment team considers relevant.

## Details about the service

<b>Number of allocated places</b>	115
<b>Number of care recipients at service (total)</b>	113
<b>Number of care recipients on site during audit</b>	113
<b>Service provides support to specific care recipient characteristics</b>	Not applicable

## Audit trail

The assessment team spent three days on site and gathered information from the following:

### Interviews

Assessment team modifies position titles and populates table to reflect site audit interviews.

<b>Position title</b>	<b>Number</b>
Resident Support Officer	1
Physiotherapist Assistant	1
Registered Nurse	3
Clinical Manager	1
Care recipients	13
Representatives	7
Dietitian	1
Enrolled Nurse	2
Lifestyle staff	2
Physiotherapist	1
Care worker	7
Facility Manager	1
Quality Manager	1
Client Manager	1
Chef	1
Safety Manager	1
Administration Officer	1

Position title	Number
Hotel staff	3
Laundry staff	2
Maintenance staff	1

### Sampled documents

Document type	Number
Personnel files	6
Care recipients' files	17
Medication charts	30

### Other evidence reviewed by the team

The assessment team also considered the following both prior to and during the site audit:

- Accident, incident documentation – staff and care recipients
- Activity records and evaluation records
- Activity calendar
- Allied health records and folders
- Audits schedules and results
- Buzzer response times
- Care recipient agreements
- Chemical register and safety data sheets
- Cleaning and laundry records
- Clinical guidelines, protocols and procedures
- Comments and complaints register, reports and related correspondence
- Communication books/diaries
- Consolidated report - reportable assault incidents
- Controlled drug registers
- Criminal history check procedure and records
- Cultural care kit
- Diaries and appointment records
- Duty lists and schedules
- Education records
- Electronic correspondence (emails)
- Falls checklist
- Feedback documentation

- Food safety plan and associated documentation
- Handover records
- Infection control trend analysis data
- 'Life Book'
- Memoranda
- Menu and associated lists for the provision of meals, snacks and beverages
- Minutes of meetings
- Newsletters and other publications
- Pharmacy records and correspondence
- Plan for continuous improvement
- Policy and procedures
- Preventative and reactive maintenance records
- Referral records
- Restraint authorisation records
- Satisfaction surveys
- Self-assessment information and application
- Workplace inspection checklists and hazards registers
- Wound care records
- Yearbooks.

## **Observations**

The assessment team observed the following:

- Activities in progress
- Advocacy service brochures
- Charter of care recipients' rights and responsibilities - residential care on display
- Clinical supplies and storage
- Equipment in use
- Hand hygiene facilities
- Infection control resources
- Interactions between staff, care recipients and representatives
- Internal and external complaints mechanism information on display
- Living and working environment
- Meal and beverage service, delivery and staff assistance
- Medication administration
- Notice boards - general
- Noticeboard poster advising of visit
- Outbreak and spill kits

- Secure storage of medications
- Short group observation
- Staff response to buzzer
- Vision, values and mission statement on display
- Wanderer alert activated at the entry to the service.

# Assessment of performance

This section covers information about the assessment of the approved provider's performance, in relation to the service, against each of the expected outcomes of the Accreditation Standards.

## Standard 1 – Management systems, staffing and organisational development

### Principle:

Within the philosophy and level of care offered in the residential care services, management systems are responsive to the needs of care recipients, their representatives, staff and stakeholders, and the changing environment in which the service operates.

### 1.1 Continuous improvement

This expected outcome requires that “the organisation actively pursues continuous improvement”.

#### Assessment of the expected outcome

The service meets this expected outcome

The continuous improvement program includes processes for identifying areas for improvement, implementing change, monitoring and evaluating the effectiveness of improvements. Feedback is sought from care recipients, representatives, staff and other stakeholders to direct improvement activities. Improvement activities are documented on the plan for continuous improvement. Management uses a range of monitoring processes such as audits and quality indicators to monitor the performance of the service's quality management systems. Outcomes are evaluated for effectiveness and ongoing monitoring of new processes occurs. Care recipients, representatives, staff and other personnel are provided with feedback about improvements. During this accreditation period the organisation has implemented initiatives to improve the quality of care and services it provides. A recent example of an improvement in Standard 1 Management systems, staffing and organisational development is:

- As a result of feedback from staff and care recipients, management reviewed staffing allocations in one household, known as the Normandy community. Considerations were given to the changing needs and preference of care recipients. As a result of the review, enrolled nurses and assistant in nursing hours were increased to both morning and afternoon rosters each day to provide additional support to care recipients. Positive feedback from care recipients, representatives and staff has been received regarding the improved support provided to care recipients and staff.

### 1.2 Regulatory compliance

This expected outcome requires that “the organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines”.

#### Assessment of the expected outcome

The service meets this expected outcome

The service has a system to identify relevant legislation, regulatory requirements and guidelines, and for monitoring these in relation to the Accreditation Standards. The organisation's management has established links with external organisations to ensure they are informed about changes to regulatory requirements. Where changes occur, the organisation takes action to update policies and procedures and communicate the changes to care recipients, their representatives and staff as appropriate. A range of systems and

processes have been established by management to ensure compliance with regulatory requirements. Staff have an awareness of legislation, regulatory requirements, professional standards and guidelines relevant to their roles. Relevant to Standard 1 Management systems, staffing and organisational development:

- Management is aware of their regulatory responsibilities in relation to police certificates and associated documentation.
- Care recipients and representatives were notified regarding this re-accreditation site audit within the required timeframe.
- Management has a plan for continuous improvement that shows improvements across the Accreditation Standards.
- Confidential documents are stored, archived and disposed of securely.
- There is information regarding internal and external complaint mechanisms and advocacy services.

There are systems to ensure these responsibilities are met.

### **1.3 Education and staff development**

This expected outcome requires that "management and staff have appropriate knowledge and skills to perform their roles effectively".

#### **Assessment of the expected outcome**

The service meets this expected outcome

The service's processes support the recruitment of staff with the required knowledge and skills to perform their roles. New staff participate in an orientation program that provides them with information about the organisation, key policies and procedures and equips them with mandatory skills for their role. Staff are scheduled to attend regular mandatory training; attendance is monitored and a process is available to address non-attendance. The effectiveness of the education program is monitored through attendance records, evaluation records and observation of staff practice. Care recipients and representatives interviewed are satisfied staff have the knowledge and skills to perform their roles and staff are satisfied with the education and training provided. Examples of education and training provided in relation to Standard 1 Management systems, staffing and organisational development include: The organisation's mission, clinical and non-clinical electronic systems.

### **1.4 Comments and complaints**

This expected outcome requires that "each care recipient (or his or her representative) and other interested parties have access to internal and external complaints mechanisms".

#### **Assessment of the expected outcome**

The service meets this expected outcome

There are processes to ensure care recipients, their representatives and others are provided with information about how to access complaint mechanisms. Care recipients and others are supported to access these mechanisms. Facilities are available to enable the submission of confidential complaints and ensure privacy of those using complaints mechanisms. Complaints processes link with the service's continuous improvement system and where appropriate, complaints trigger reviews of and changes to the service's procedures and practices. The effectiveness of the comments and complaints system is monitored and evaluated. Results show complaints are considered and feedback is provided to complainants. Management and staff have an understanding of the complaints process and how they can assist care recipients and representatives with access. Care recipients/representatives and other interested people interviewed have an awareness of the complaints mechanisms available to them and are generally satisfied they can access these

without fear of reprisal. Care recipients/representatives who responded to the consumer experience report interviews said staff follow up when they raise things with them most of the time or always.

## **1.5 Planning and Leadership**

This expected outcome requires that "the organisation has documented the residential care service's vision, values, philosophy, objectives and commitment to quality throughout the service".

### **Assessment of the expected outcome**

The service meets this expected outcome

The organisation has documented the service's vision, philosophy, objectives and commitment to quality. This information is communicated to care recipients, representatives, staff and others through a range of documents.

## **1.6 Human resource management**

This expected outcome requires that "there are appropriately skilled and qualified staff sufficient to ensure that services are delivered in accordance with these standards and the residential care service's philosophy and objectives".

### **Assessment of the expected outcome**

The service meets this expected outcome

There are systems and processes to ensure there are sufficient skilled and qualified staff to deliver services that meet the Accreditation Standards and the service's philosophy and objectives. Recruitment, selection and induction processes ensure staff have the required knowledge and skills to deliver services. Staffing levels and skill mix are reviewed in response to changes in care recipients' needs and there are processes to address planned and unplanned leave. The service's monitoring, human resource and feedback processes identify opportunities for improvement in relation to human resource management. Staff are satisfied they have sufficient time to complete their work and meet care recipients' needs. Care recipients/representatives interviewed are generally satisfied with the availability of skilled and qualified staff and consider care recipients are well care for. Care recipients/representatives who responded to the consumer experience report interviews agree or strongly agree that the staff know what they are doing and the majority of respondents state that the service is well run.

## **1.7 Inventory and equipment**

This expected outcome requires that "stocks of appropriate goods and equipment for quality service delivery are available".

### **Assessment of the expected outcome**

The service meets this expected outcome

The service has processes to monitor stock levels, order goods and maintain equipment to ensure delivery of quality services. Goods and equipment are securely stored and, where appropriate, stock rotation occurs. Preventative maintenance and cleaning schedules ensure equipment is monitored for operation and safety. The service purchases equipment to meet care recipients' needs and maintains appropriate stocks of required supplies. Staff receive training in the safe use and storage of goods and equipment. Staff, care recipients/representatives interviewed are satisfied with the supply and quality of goods and equipment available at the service.

## **1.8 Information systems**

This expected outcome requires that "effective information management systems are in place".

### **Assessment of the expected outcome**

The service meets this expected outcome

The service has systems to provide all stakeholders with access to current and accurate information. Management and staff have access to information that assists them in providing care and services. Electronic and hard copy information is stored securely and processes are in place for backup, archive and destruction of obsolete records, in keeping with legislative requirements. Key information is collected, analysed, revised and updated on an ongoing basis. Data obtained through information management systems is used to identify opportunities for improvement. The service regularly reviews its information management systems to ensure they are effective. Staff interviewed stated they are satisfied they have access to current and accurate information. Care recipients/representatives interviewed are satisfied the information provided is appropriate to their needs and supports them in their decision-making.

## **1.9 External services**

This expected outcome requires that "all externally sourced services are provided in a way that meets the residential care service's needs and service quality goals".

### **Assessment of the expected outcome**

The service meets this expected outcome

The service has mechanisms to identify external service needs to achieve its quality goals. The service's expectations in relation to service and quality is specified and communicated to the external providers. The service has agreements with external service providers which outline minimum performance, staffing and regulatory requirements. There are processes to review the quality of external services provided and, where appropriate, action is taken to ensure the needs of care recipients and the service are met. Staff are able to provide feedback on external service providers. Care recipients/representatives and staff interviewed stated they are satisfied with the quality of externally sourced services.

## **Standard 2 – Health and personal care**

### **Principle:**

Care recipients' physical and mental health will be promoted and achieved at the optimum level in partnership between each care recipient (or his or her representative) and the health care team.

### **2.1 Continuous improvement**

This expected outcome requires that “the organisation actively pursues continuous improvement”.

#### **Assessment of the expected outcome**

The service meets this expected outcome

Refer to Expected outcome 1.1 Continuous improvement for information about the service's systems to identify and implement improvements. A recent example of an improvement in Standard 2 Health and personal care is:

- The service identified a need to improve the handover process to ensure more effective communication of the changing care needs of care recipients. New handover sheets have been implemented that draws information directly from the current computerised assessments records. A handover report is printed for each care staff member to ensure their handover reports contain essential information for basic care. A separate handover sheet is printed that contains specific diagnosis and clinical care needs for registered staff reference. Memos were provided to staff regarding the new handover process, toolbox training was provided by clinical staff and the handover issue was discussed during clinical and staff meetings. Staff and management feedback is positive regarding the improved knowledge of the service's handover process and responsibilities.

### **2.2 Regulatory compliance**

This expected outcome requires that “the organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines about health and personal care”.

#### **Assessment of the expected outcome**

The service meets this expected outcome

Refer to Expected outcome 1.2 Regulatory compliance for information about the service's systems to identify and ensure compliance with relevant regulatory requirements.

Relevant to Standard 2 Health and personal care:

- There are policies and procedures to ensure safe storage and administration of medication.
- Appropriately qualified and trained staff plan, supervise and undertake the provision of specialised nursing care.
- There are policies and procedures to follow in the event of a care recipient's unexplained absence.
- There are processes to ensure the currency of professional registrations for nursing staff.

There are systems to ensure these responsibilities are met.

### **2.3 Education and staff development**

This expected outcome requires that “management and staff have appropriate knowledge and skills to perform their roles effectively”.

## **Assessment of the expected outcome**

The service meets this expected outcome

The service has a system to monitor and ensure staff have the knowledge and skills to enable them to effectively perform their roles in relation to health and personal care. Refer to Expected outcome 1.3 Education and staff development for more information. Examples of education and training provided in relation to Standard 2 Health and personal care include: Medication management, pain management, continence and compulsory reporting.

## **2.4 Clinical care**

This expected outcome requires that “care recipients receive appropriate clinical care”.

## **Assessment of the expected outcome**

The service meets this expected outcome

The service has mechanisms to ensure care recipients receive clinical care that is appropriate to their needs and preferences. Care needs are identified on entry and on an ongoing basis through a review and transfer of information, consultation with the care recipient and/or their representative and assessment processes. Individual care plans are developed by qualified staff and reviewed regularly. There are processes to ensure staff have access to current information to inform care delivery including care plans, progress notes and handovers. Care recipients' clinical care needs are monitored, evaluated and reassessed through incident analysis, reviews and feedback. The service regularly reviews and evaluates the effectiveness of the clinical care system and tools used. Changes in care needs are identified and documented; where appropriate, referrals are made to medical officers or health professionals. Staff provide care consistent with individual care plans. Care recipients/representatives interviewed are generally satisfied with the clinical care being provided to the care recipients. Care recipients/representatives who responded to the consumer experience report interviews said staff meet their healthcare needs most of the time or always.

## **2.5 Specialised nursing care needs**

This expected outcome requires that “care recipients' specialised nursing care needs are identified and met by appropriately qualified nursing staff”.

## **Assessment of the expected outcome**

The service meets this expected outcome

Care recipients' specialised nursing care needs are identified through assessment processes on entry to the service. Care is planned and managed by appropriately qualified staff. This information, together with instructions from medical officers and health professionals is documented in the care plan. Specialised nursing care needs are reassessed when a change in care recipient needs occurs and on a regular basis. The service's monitoring processes identify opportunities for improvement in relation to specialised nursing care systems and processes. Staff have access to specialised equipment, information and other resources to ensure care recipients' needs are met. Specialised nursing care is delivered by appropriately qualified staff consistent with the care plan. Care recipients/representatives interviewed are generally satisfied with how specialised nursing care needs are managed.

## **2.6 Other health and related services**

This expected outcome requires that “care recipients are referred to appropriate health specialists in accordance with the care recipient's needs and preferences”.

## **Assessment of the expected outcome**

The service meets this expected outcome

The service has systems to ensure care recipients are referred to appropriate health specialists in accordance with their needs and preferences. Health specialist directives are communicated to staff and documented in the care plan and care is provided consistent with these instructions. Staff practices are monitored to ensure care is in accordance with the care recipients' needs and preferences. Staff support care recipients to attend external appointments with health specialists. Care recipients/representatives interviewed are satisfied referrals for the care recipient are made to appropriate health specialists of their choice and staff carry out their instructions.

## **2.7 Medication management**

This expected outcome requires that “care recipients’ medication is managed safely and correctly”.

### **Assessment of the expected outcome**

The service meets this expected outcome

The service has systems to ensure care recipients' medication is managed safely and correctly. There are processes to ensure adequate supplies of medication are available and medication is stored securely and correctly. Medical officers prescribe and review medication orders and these are dispensed by the pharmacy service. Documented medication orders provide guidance to staff when administering or assisting with medications. Procedural guidelines provide clarification surrounding safe medication practices. The service's monitoring processes include reviews of the medication management system and analysis of medication incident data. Opportunities for improvement in relation to the medication management system are identified and addressed. Staff who administer or assist with medications receive education in relation to this. Care recipients and representatives interviewed are satisfied the care recipient's medications are provided as prescribed and in a timely manner.

## **2.8 Pain management**

This expected outcome requires that “all care recipients are as free as possible from pain”.

### **Assessment of the expected outcome**

The service meets this expected outcome

Care recipients' pain is identified through assessment processes on entry to the service and as needs change. Specific assessment tools are available for care recipients who are not able to verbalise their pain. Care plans are developed from the assessed information and are evaluated to ensure interventions remain effective. Medical officers and allied health professionals are involved in the management of care recipients' pain. The service's monitoring processes identify opportunities for improvement in relation to pain management systems and processes. Staff assess care recipients' verbal and non-verbal indicators of pain and implement appropriate actions, including utilising a range of strategies to manage comfort levels. Care recipients/representatives interviewed are satisfied the care recipient is as free as possible from pain.

## **2.9 Palliative care**

This expected outcome requires that “the comfort and dignity of terminally ill care recipients is maintained”.

### **Assessment of the expected outcome**

The service meets this expected outcome

The service has processes for identifying and managing care recipients' individual palliative care needs and preferences. Assessments are completed with the care recipient and/or representative to identify end of life care wishes and this information is documented in an

end of life plan. The service uses a multidisciplinary approach that addresses the physical, psychological, emotional, cultural and spiritual support required by care recipients and their representatives. There is a supportive environment which provides comfort and dignity to the care recipient and their representatives. Care recipients remain in the service whenever possible, in accordance with their preferences. Referrals are made to medical officers, palliative care specialist teams and other health specialist services as required. Staff practices are monitored to ensure the delivery of palliative care is in accordance with the end of life plan. Staff follow end of life plans and respect any changes which may be requested. Care recipients/representatives interviewed are satisfied each care recipient's comfort, dignity and palliative care needs are maintained.

## **2.10 Nutrition and hydration**

This expected outcome requires that “care recipients receive adequate nourishment and hydration”.

### **Assessment of the expected outcome**

The service meets this expected outcome

Care recipients' nutrition and hydration requirements, preferences, allergies and special needs are identified and assessed on entry. Care recipients' ongoing needs and preferences are monitored, reassessed and care plans updated. There are processes to ensure catering and other staff have information about care recipient nutrition and hydration needs. Staff monitor care recipients' nutrition and hydration and identify those care recipients who are at risk. The service provides staff assistance, equipment, special diets and dietary supplements to support care recipients' nutrition and hydration. Staff have an understanding of care recipients' needs and preferences including the need for assistance, texture modified diet or specialised equipment. Staff practices are monitored to ensure nutrition and hydration needs are delivered in accordance with care recipients' needs and preferences. Care recipients/representatives interviewed are satisfied each care recipient's nutrition and hydration requirements are met.

## **2.11 Skin care**

This expected outcome requires that “care recipients' skin integrity is consistent with their general health”.

### **Assessment of the expected outcome**

The service meets this expected outcome

Care recipients' skin care requirements, preferences and special needs are assessed and identified, in consultation with care recipients and/or representatives. Care plans reflect strategies to maintain or improve care recipients' skin integrity and are reviewed regularly. Skin care needs are monitored, evaluated and reviewed as required. Referral processes to other health specialists are available if a need is identified. The service's monitoring processes identify opportunities for improvement in relation to skin care; this includes a process for documenting and analysing incidents relating to skin integrity. Staff promote skin integrity through the use of moisturisers, pressure relieving devices, pressure care and safe manual handling techniques. Care recipients/representatives interviewed are satisfied with the assistance provided to maintain the care recipient's skin integrity.

## **2.12 Continence management**

This expected outcome requires that “care recipients' continence is managed effectively”.

### **Assessment of the expected outcome**

The service meets this expected outcome

Care recipients' continence needs and preferences are identified during the assessment process and reassessments occur as required. Strategies to manage care recipients' continence are documented in the care plan and regular evaluation occurs to ensure strategies remain effective. Care staff have an understanding of individual care recipients' continence needs and how to promote privacy when providing care. Changes in continence patterns are identified, reported and reassessed to identify alternative management strategies. Equipment and supplies such as continence aids are available to support continence management. The service's monitoring processes identify opportunities for improvement in relation to continence management; this includes the collection and analysis of data relating to infections. Staff are conscious of care recipients' dignity while assisting with continence needs. Care recipients/representatives interviewed are satisfied with the support provided to the care recipient in relation to continence management.

### **2.13 Behavioural management**

This expected outcome requires that “the needs of care recipients with challenging behaviours are managed effectively”.

#### **Assessment of the expected outcome**

The service meets this expected outcome

The needs of care recipients with challenging behaviours are identified through assessment processes and in consultation with the care recipient, their representative and/or allied health professionals. Individual strategies to manage challenging behaviours are identified and documented in the care plan and are regularly evaluated to ensure they remain effective. The service practises a minimal restraint policy; where restraint is used it has been assessed, authorised and is monitored to ensure safe and appropriate use. Restraint authorisation is reviewed on a regular basis. The service's monitoring processes identify opportunities for improvement relating to behaviour management; this includes the collection and analysis of behavioural incident data. Staff have an understanding of how to manage individual care recipient's challenging behaviours, including those care recipients who are at risk of wandering. Care recipients/representatives interviewed are satisfied that staff are responsive and support care recipients with behaviours which may impact on others.

### **2.14 Mobility, dexterity and rehabilitation**

This expected outcome requires that “optimum levels of mobility and dexterity are achieved for all care recipients”.

#### **Assessment of the expected outcome**

The service meets this expected outcome

Care recipients' mobility, dexterity and rehabilitation needs are identified through assessment processes and in consultation with the care recipient and/or their representative. Where a need is identified, referrals are made to medical officers and other health specialists, including physiotherapists. Strategies to manage care recipients' mobility and dexterity are documented in the care plan and are regularly evaluated and reviewed to ensure care recipients' needs are met. The service's monitoring processes identify opportunities for improvement in relation to mobility, dexterity and rehabilitation, including the collection and analysis of data relating to accidents and incidents. Care recipients and staff have access to a variety of equipment to assist with care recipients' mobility, dexterity and rehabilitation needs. Associated programs are delivered by appropriately skilled staff, consistent with the care plan. Care recipients/representatives interviewed are satisfied with the support provided to the care recipient for achieving optimum levels of mobility and dexterity.

### **2.15 Oral and dental care**

This expected outcome requires that “care recipients' oral and dental health is maintained”.

## **Assessment of the expected outcome**

The service meets this expected outcome

Care recipients' oral and dental health needs are identified through assessment processes and in consultation with the care recipient and/or their representative. Care strategies are documented on the care plan and are regularly evaluated and reviewed to ensure care recipients' changing needs are met. The service's monitoring processes identify opportunities for improvement in relation to oral and dental management systems and processes, including clinical monitoring processes and consultation. Equipment to meet care recipients' oral hygiene needs is available. Staff provide assistance with oral and dental care and where necessary referrals are made to health specialists such as dentists. Care recipients/representatives interviewed are satisfied with the assistance given by staff to maintain the care recipient's teeth, dentures and overall oral hygiene.

### **2.16 Sensory loss**

This expected outcome requires that "care recipients' sensory losses are identified and managed effectively".

## **Assessment of the expected outcome**

The service meets this expected outcome

Sensory losses are identified through assessment processes and in consultation with care recipients and/or their representative. Care plans identify individual needs and preferences and are reviewed regularly. Care recipients are referred to health specialists, such as audiologists and optometrists, according to assessed need or request and are assisted to attend appointments as required. The service's monitoring processes identify opportunities for improvement in relation to how sensory loss is managed, including clinical monitoring processes and consultation with care recipients, representatives and health professionals. Staff receive instruction in the correct use and care of sensory aids and are aware of the assistance required to meet individual care recipients' needs. Care recipients/representatives interviewed are satisfied with the support provided to manage care recipient sensory needs.

### **2.17 Sleep**

This expected outcome requires that "care recipients are able to achieve natural sleep patterns".

## **Assessment of the expected outcome**

The service meets this expected outcome

Care recipients' sleep patterns, including settling routines and personal preferences, are identified through assessment processes on entry. Care plans are developed and reviewed to ensure strategies to support natural sleep remain effective and reflect care recipients' needs and preferences. Care recipients experiencing difficulty sleeping are offered a range of interventions to promote sleep; where appropriate medical officers are informed of sleep problems. The environment is optimised to ensure it supports natural sleep and minimises disruption. Environmental and clinical monitoring processes identify opportunities for improvement in relation to sleep management. Staff support care recipients when normal sleep patterns are not being achieved. Care recipients/representatives interviewed are satisfied support is provided to the care recipient and they are assisted in achieving natural sleep patterns.

## Standard 3 – Care recipient lifestyle

### Principle:

Care recipients retain their personal, civic, legal and consumer rights, and are assisted to achieve control of their own lives within the residential care service and in the community.

### 3.1 Continuous improvement

This expected outcome requires that “the organisation actively pursues continuous improvement”.

#### Assessment of the expected outcome

The service meets this expected outcome

Refer to Expected outcome 1.1 Continuous improvement for information about the service's systems to identify and implement improvements. Recent example of improvements in Standard 3 Care recipient lifestyle is:

The service has introduced a series of activities to ensure there are opportunities for other care recipients, families, visitors and staff to show their respect and support the grieving process within the service.

- Management offers care recipients and staff time to say goodbye before the care recipient leaves the facility.
- The service uses a ‘Tribute blanket’ that has been made by the care recipients.
- The service has developed a system to discretely notify care recipients and staff that a fellow care recipient has passed away. The system entails a ‘life book’ and candle being provided at reception to allow care recipients, representatives, visitors and staff an opportunity to honour the care recipient by entering a small message into the book.
- The service conducts a ‘Room Service’ where care recipients, staff and interested parties are invited to attend a remembrance service in the care recipient’s room to give tribute and recognition to the care recipient’s life.

Care recipients, representatives and staff feedback has been positive regarding the notification system. Staff, management and care recipients who have been involved consider this is a rewarding process of recognition and respect for the care recipient.

### 3.2 Regulatory compliance

This expected outcome requires that “the organisation’s management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines, about care recipient lifestyle”.

#### Assessment of the expected outcome

The service meets this expected outcome

Refer to Expected outcome 1.2 Regulatory compliance for information about the service's systems to identify and ensure compliance with relevant regulatory requirements.

Relevant to Standard 3 Care recipient lifestyle:

- Management offers a residential agreement to each care recipient or his or her representative on entry to the service.
- Management provides information on care recipient rights’ and responsibilities, security of tenure and specified care and services to each care recipient or his or her representative on entry to the service.

- There are documented processes to ensure management and staff take appropriate actions including reporting requirements in the event of suspected elder abuse.

There are systems to ensure these responsibilities are met.

### **3.3 Education and staff development**

This expected outcome requires that "management and staff have appropriate knowledge and skills to perform their roles effectively".

#### **Assessment of the expected outcome**

The service meets this expected outcome

The service has a system to monitor and ensure staff have the knowledge and skills to enable them to effectively perform their roles in relation to care recipient lifestyle. Refer to Expected outcome 1.3 Education and staff development for more information. Examples of education and training provided in relation to Standard 3 Care recipient lifestyle include: Elder abuse, mandatory reporting and changes in care recipient behaviours.

### **3.4 Emotional support**

This expected outcome requires that "each care recipient receives support in adjusting to life in the new environment and on an ongoing basis".

#### **Assessment of the expected outcome**

The service meets this expected outcome

Care recipients' emotional needs are identified on entry and on an ongoing basis. Processes to assist care recipients include the provision of information prior to entering the service, support during the settling in period, involvement of family and significant others and a lifestyle plan that meets care recipient needs and preferences. Emotional support is provided to care recipients on an ongoing basis based on their identified need; concerns relating to emotional health are referred to appropriate support services. The service's monitoring processes, including feedback and care reviews, identify opportunities for improvement in relation to the emotional support provided. Staff engage with care recipients and support emotional wellbeing in accordance with care recipient preferences. Care recipients/representatives interviewed are satisfied the care recipient is supported on entry to the service and on an ongoing basis, including times of personal crisis. The majority of care recipients/representatives who responded to the consumer experience report interviews agree or strongly agree that if they are feeling a bit sad or worried, there are staff here they can talk to.

### **3.5 Independence**

This expected outcome requires that "care recipients are assisted to achieve maximum independence, maintain friendships and participate in the life of the community within and outside the residential care service".

#### **Assessment of the expected outcome**

The service meets this expected outcome

Care recipients' needs and preferences are assessed on entry and on an ongoing basis to ensure there are opportunities to maximise independence, maintain friendships and participate in the life of the community. Consideration is given to sensory and communication needs as an element of this process. Strategies to promote care recipients' independence are documented in the care plan and are evaluated and reviewed to ensure they remain current and effective. The living environment is monitored and equipment is available to ensure care recipients' independence is maximised. The service's monitoring processes, including feedback, and environmental and care reviews, identify opportunities for improvement in relation to care recipient independence. Staff are familiar with the individual

needs of care recipients. Care recipients/representatives interviewed are satisfied with the information and assistance provided to the care recipient to achieve independence, maintain friendships and participate in the community within and outside the service. Care recipients/representatives who responded to the consumer experience report interviews agree or strongly agree that they are encouraged to do as much as possible for themselves.

### **3.6 Privacy and dignity**

This expected outcome requires that "each care recipient's right to privacy, dignity and confidentiality is recognised and respected".

#### **Assessment of the expected outcome**

The service meets this expected outcome

Care recipients' preferences in relation to privacy, dignity and confidentiality are identified on entry and on an ongoing basis to ensure these needs are recognised and respected. Strategies for ensuring privacy and dignity are planned and implemented; this information is documented in the care plan. The living environment supports care recipients' need for personal space and provides areas for receiving guests. The service's monitoring processes, including feedback, meetings and care reviews, identify opportunities for improvement in relation to the service's privacy, dignity and confidentiality systems and processes. Staff have received education in relation to privacy, dignity and confidentiality and their practices support this. Care recipients/representatives interviewed are satisfied staff treat everyone with respect and feel the care recipient's information is secure. Care recipients/representatives who responded to the consumer experience report interviews said staff treat them with respect most of the time or always.

### **3.7 Leisure interests and activities**

This expected outcome requires that "care recipients are encouraged and supported to participate in a wide range of interests and activities of interest to them".

#### **Assessment of the expected outcome**

The service meets this expected outcome

Care recipients' interests and activities of choice are identified on entry; barriers to participation, past history, and cultural and spiritual needs are recognised. This information is documented and regularly updated to inform staff of care recipients' current preferred leisure choices. A varied program of activities is available and is reviewed and evaluated to ensure it continues to meet the needs and preferences of care recipients. The activities program respects care recipients' varied needs and includes group, one-on-one and community activities. Staff encourage and support care recipient participation. Care recipients are satisfied with activities and confirm they are supported to participate in activities of interest to them.

### **3.8 Cultural and spiritual life**

This expected outcome requires that "individual interests, customs, beliefs and cultural and ethnic backgrounds are valued and fostered".

#### **Assessment of the expected outcome**

The service meets this expected outcome

Individual care recipients' customs, beliefs and cultural and ethnic backgrounds are identified on entry through consultation with the care recipient and their representatives. Relevant information relating to care recipients' cultural and spiritual life is documented in care plans which are regularly evaluated and reviewed. The service has access to support services such as interpreters and community groups and provision is made for the observation of special days. Care recipients' cultural and spiritual needs are considered in meal planning

and the facilitation of leisure activities. The service's monitoring processes identify opportunities for improvement in relation to the way care recipients' cultural and spiritual life is valued and fostered. Staff support care recipients to attend and participate in activities of their choice. Care recipients/representatives interviewed confirmed the care recipient's customs and beliefs are respected.

### **3.9 Choice and decision making**

This expected outcome requires that "each care recipient (or his or her representative) participates in decisions about the services the care recipient receives, and is enabled to exercise choice and control over his or her lifestyle while not infringing on the rights of other people".

#### **Assessment of the expected outcome**

The service meets this expected outcome

The service has processes to ensure care recipients and their representatives are provided with information about their rights and responsibilities on entry to the service and on an ongoing basis. The service assesses each care recipients' ability to make decisions and identifies authorised representatives where care recipients are not able to make decisions for themselves. Staff are provided with information about care recipients' rights and responsibilities and provide opportunities for the care recipient to exercise choice and make decisions when providing care and services. Staff practices are monitored to ensure care and services delivered are in line with the choices and preference of care recipients. Staff demonstrated their understanding of care recipients' rights to make choices and how to support them in their choices. Care recipients are satisfied they can participate in decisions about the care and services they receive and that staff respect their choices. Care recipients/representatives who responded to the consumer experience report interviews said staff explain things to them most of the time or always.

### **3.10 Care recipient security of tenure and responsibilities**

This expected outcome requires that "care recipients have secure tenure within the residential care service, and understand their rights and responsibilities".

#### **Assessment of the expected outcome**

The service meets this expected outcome

Care recipients and their representatives are provided with information about care recipients' rights and responsibilities, the terms and conditions of their tenure, any limitations to care provision within the service, fees and charges and information about complaints, when they enter the service. Changes to care recipients' security of tenure or rights and responsibilities are communicated to care recipients and/or their representative. If a change in care recipient health requires a room change or transfer to another service, this is discussed with the care recipient and/or their representative and managed in accordance with legislative requirements. The service's monitoring processes, including feedback, meetings and care reviews, identify opportunities for improvement in relation to care recipient rights, responsibilities and security of tenure. Staff demonstrate an understanding of care recipient rights. Care recipients/representatives interviewed understand their rights and responsibilities. They are satisfied the care recipient has secure tenure within the service.

## Standard 4 – Physical environment and safe systems

### Principle:

Care recipients live in a safe and comfortable environment that ensures the quality of life and welfare of care recipients, staff and visitors.

### 4.1 Continuous improvement

This expected outcome requires that “the organisation actively pursues continuous improvement”.

#### Assessment of the expected outcome

The service meets this expected outcome

Refer to Expected outcome 1.1 Continuous improvement for information about the service's systems to identify and implement improvements. Recent examples of improvements in Standard 4 Physical environment and safe systems are:

- A refurbishment of the external gardens at the front entrance of service has been completed, all plants and mulch have removed and replaced with new plants. Care recipients' and representatives' feedback has been positive regarding the garden refurbishments and how the refurbishment has improved the entry to service and the service's overall appearance.
- The service has installed extra security cameras to lounge areas and external pathways. This was done to ensure care recipient and staff safety and to assist with incident investigations. Staff, care recipients' and representatives' feedback has been positive about the installation of the new cameras and the improved safety in the service.

### 4.2 Regulatory compliance

This expected outcome requires that “the organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines, about physical environment and safe systems”.

#### Assessment of the expected outcome

The service meets this expected outcome

Refer to Expected outcome 1.2 Regulatory compliance for information about the service's systems to identify and ensure compliance with relevant regulatory requirements.

Relevant to Standard 4 Physical environment and safe systems:

- There are infection control policies and a system for managing and reporting outbreaks.
- There is a food safety program that is regularly reviewed.
- There is a system to ensure compliance with fire safety regulations.
- Management supports an active workplace health and safety program.
- Safety data sheets are available where chemicals are stored.

In relation to the service's vaccination program:

- The service provides service staff with free access to annual flu vaccinations;
- The service actively promotes the benefits of the annual vaccination for their staff and volunteers; and
- The service keeps records of the number of staff who have received the vaccine every year.

### **4.3 Education and staff development**

This expected outcome requires that "management and staff have appropriate knowledge and skills to perform their roles effectively".

#### **Assessment of the expected outcome**

The service meets this expected outcome

The service has a system to monitor the knowledge and skills of staff members and enable them to effectively perform their role in relation to physical environment and safe systems. Refer to Expected outcome 1.3 Education and staff development for more information. Examples of education and training provided in relation to Standard 4 Physical environment and safe systems include: Fire safety awareness and evacuation, food safety, infection control, handwashing competencies, manual handling and work place health and safety.

### **4.4 Living environment**

This expected outcome requires that "management of the residential care service is actively working to provide a safe and comfortable environment consistent with care recipients' care needs".

#### **Assessment of the expected outcome**

The service meets this expected outcome

The service's environment reflects the safety and comfort needs of care recipients, including comfortable temperatures, noise and light levels, sufficient and appropriate furniture and safe, easy access to internal and external areas. Environmental strategies are employed to minimise care recipient restraint. The safety and comfort of the living environment is assessed and monitored through feedback from meetings, surveys, incident and hazard reporting, audits and inspections. There are appropriate preventative and routine maintenance programs for buildings, furniture, equipment and fittings. Staff support a safe and comfortable environment through hazard, incident and maintenance reporting processes. Care recipients and representatives interviewed are satisfied the living environment is safe and comfortable.

### **4.5 Occupational health and safety**

This expected outcome requires that "management is actively working to provide a safe working environment that meets regulatory requirements".

#### **Assessment of the expected outcome**

The service meets this expected outcome

There are processes to support the provision of a safe working environment, including policies and procedures, staff training, routine and preventative maintenance and incident and hazard reporting mechanisms. Opportunities for improvement in the occupational health and safety program are identified through audits, inspections, supervision of staff practice, and analysis of incident and hazard data. Sufficient goods and equipment are available to support staff in their work and minimise health and safety risks. Staff have an understanding of safe work practices and are provided with opportunities to have input to the service's workplace health and safety program. Staff were observed to carry out their work safely and are satisfied management is actively working to provide a safe working environment.

### **4.6 Fire, security and other emergencies**

This expected outcome requires that "management and staff are actively working to provide an environment and safe systems of work that minimise fire, security and emergency risks".

#### **Assessment of the expected outcome**

The service meets this expected outcome

Policies and procedures relating to fire, security and other emergencies are documented and accessible to staff; this includes an emergency evacuation plan. Staff are provided with education and training about fire, security and other emergencies when they commence work at the service and on an ongoing basis. Emergency equipment is inspected and maintained and the environment is monitored to minimise risks. Staff have an understanding of their roles and responsibilities in the event of a fire, security breach or other emergency and there are routine security measures. Care recipients/representatives interviewed feel safe and secure in the service; they are also satisfied that staff are capable of assisting the care recipient in emergencies. Care recipients/representatives who responded to the consumer experience report interviews say they feel safe most of the time or always.

#### **4.7 Infection control**

This expected outcome requires that there is "an effective infection control program".

##### **Assessment of the expected outcome**

The service meets this expected outcome

The service has processes to support an effective infection control program. The infection control program includes regular assessment of care recipients' clinical care needs in relation to current infections, susceptibility to infections and prevention of infections. Staff and management follow required guidelines for reporting and management of notifiable diseases. Care plans describe specific prevention and management strategies. The service's monitoring processes identify opportunities for improvement in relation to infection control; this includes observation of staff practices, analysis of clinical and infection data and evaluation of results. Preventative measures used to minimise infection include staff training, a food safety program, cleaning regimes, vaccination programs, a pest control program, waste management and laundry processes. Staff are provided with information about infections at the service and have access to policies and procedures and specific equipment to assist in the prevention and management of an infection or outbreak. Care recipients/representatives and staff interviewed are satisfied with the prevention and management of infections.

#### **4.8 Catering, cleaning and laundry services**

This expected outcome requires that "hospitality services are provided in a way that enhances care recipients' quality of life and the staff's working environment".

##### **Assessment of the expected outcome**

The service meets this expected outcome

The service identifies care recipients' needs and preferences relating to hospitality services on entry to the service through assessment processes and consultation with the care recipient and their representatives. There are processes available that support care recipients to have input into the services provided and the manner of their provision. The service's monitoring processes identify opportunities for improvement in relation to the hospitality services provided; this includes feedback from care recipients and representatives and monitoring of staff practice. Hospitality staff interviewed said they readily have access to information about care recipient preferences and receive feedback about services provided. Staff are satisfied the hospitality services enhance the working environment. Care recipients/representatives interviewed are satisfied the hospitality services meet the care recipient's needs and preferences. The majority of care recipients/representatives who responded to the consumer experience report interviews say they like the food most of the time or always.