

ACSA AGED CARE QUALITY STANDARDS INTRODUCTION PACK

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INTRODUCTION TO THE QUALITY STANDARDS

Course Duration

15 minutes

Subject Matter Expert

Melissa Sinfield - RN BHSc (Nursing) (Hons 1st class) PhD MACN

This course has been developed to provide learners with an understanding of the Aged Care Quality Standards.

Target Audience

This course has been designed to introduce you to the Aged Care Quality Standards and is aimed at leaders, managers and other staff members responsible for the delivery of care and services to consumers receiving residential aged care and home care services.

The Aged Care Quality Standard Introduction course is a short course designed to give learners an overview of each Aged Care Quality Standard. Each Standard will be explored in further detail in individually available courses.

Learning Outcomes

This course features an animation introducing each of the following Aged Care Quality Standards available as standalone courses:

- Aged Care Quality Standard 1: Consumer dignity and choice
- Aged Care Quality Standard 2: Ongoing assessment and planning with consumers
- Aged Care Quality Standard 3: Personal care and clinical care
- Aged Care Quality Standard 4: Services and support for daily living
- Aged Care Quality Standard 5: Organisation's service environment
- Aged Care Quality Standard 6: Feedback and complaints
- Aged Care Quality Standard 7: Human resources
- Aged Care Quality Standard 8: Organisational governance

AGED CARE QUALITY STANDARD 1: CONSUMER DIGNITY AND CHOICE

Course Duration

40 minutes

Subject Matter Expert

Melissa Sinfield - RN BSc (Nursing) (Hons 1st class) PhD MACN

This course has been developed to provide learners with an understanding of the scope and purpose of Standard 1: Consumer Dignity and Choice.

Target Audience

This course has been designed to introduce you to the Aged Care Quality Standard 1 and is aimed at leaders, managers and other staff members responsible for the delivery of care and services to consumers receiving residential aged care and home care services.

The goal of this course is to teach learners the importance of what Standard 1 means for consumers: That they are treated with dignity and respect and can maintain their identity. They can make informed choices about their care and services and live the life they choose.

Government funded aged care providers are expected to comply with each of the Aged Care Quality Standards. The Standards reflect the level of care and services the community expects from aged care providers.

Aged care consumers are, above all, individuals in every sense of the word who have the right to be treated with dignity and respect.

Learning Outcomes

This course focuses on the following learning outcomes:

- Treating consumers 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, especially in regard to making decisions about care and family involvement; communicating decisions; and being supported to create and maintain connections and relationships
- Consumers are supported to take risks
- Information provided to consumers is current, accurate and timely, and
- Each consumer's privacy is respected and information kept confidential.

AGED CARE QUALITY STANDARD 2: ONGOING ASSESSMENT AND PLANNING WITH CONSUMERS

Course Duration

30 minutes

Subject Matter Expert

Melissa Sinfield - RN BSc (Nursing) (Hons 1st class) PhD MACN

This course has been developed to provide learners with an understanding of the scope and purpose of ACQS 2: Ongoing Assessment and Planning with Consumers.

Target Audience

This course has been designed to introduce you to the Aged Care Quality Standard 2 and is aimed at leaders, managers and other staff members responsible for the delivery of care and services to consumers receiving residential aged care and home care services.

Standard 2: Ongoing Assessment and Planning with Consumers builds on the foundations of Standard 1. It requires that organisations work together with consumers to assess their needs and plan their care to meet consumer's needs, goals and preferences.

The goal of this course is to teach learners what is expected of them with the introduction of Standard 2, building on what they learned in Standard 1. Consumers must be partners in the ongoing assessment and planning that helps them get the care and services they need for their health and well-being.

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Learning Outcomes

This course focusses on the following learning outcomes:

- Assessment and planning 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 end of life planning if the consumer wishes
- Assessment and planning are based on an ongoing partnership with the consumer and includes other organisations
- Outcomes of assessments and planning are effectively communicated in a care and services plan, and

- Care and services are reviewed regularly.

AGED CARE QUALITY STANDARD 3: PERSONAL CARE AND CLINICAL CARE

Course Duration

40 minutes

Subject Matter Expert

Melissa Sinfield - RN BHSc (Nursing) (Hons 1st class) PhD MACN

This course has been developed to provide learners with an understanding of the requirements of Aged Care Quality Standard 3: Personal care and clinical care.

Target Audience

Standard 3: Personal Care and Clinical Care focusses on the expectations that the community and consumers have regarding the safe, effective and quality delivery of personal and clinical care and is aimed at leaders, managers and other staff members responsible for the delivery of care and services to consumers receiving residential aged care and home care services.

The goal of this course is to teach learners the importance of what Standard 3 means for consumers: That they get personal care, clinical care, or both, that is safe and right for them as an individual.

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Learning Outcomes

This course focusses on the following learning outcomes:

- Each consumer gets safe and effective personal care, clinical care (or both) that is best practice, tailored to their needs and optimises their health and well-being
- Effective management of high impact or high prevalence risks
- The needs, goals and preferences of consumers nearing the end of life are recognised and addressed
- Deterioration or change in a consumer's mental health or cognitive or physical function is recognised and responded to

- Information about conditions, needs and preferences is documented and communicated
- Referrals are appropriate and timely, and
- Infection related risks are minimised by implementing standard and transmission-based precautions to prevent and promoting appropriate antibiotic prescription and use.

AGED CARE QUALITY STANDARD 4: SERVICES AND SUPPORT FOR DAILY LIVING

Course Duration

35 minutes

Subject Matter Expert

Melissa Sinfield - RN BHSc (Nursing) (Hons 1st class) PhD MACN

This course has been developed to provide learners with an understanding of the requirements of ACQS 4: Services and supports for daily living.

Target Audience

Standard 4: Services and Supports for Daily Living focusses on how providing services and supports for daily living improves the lives of consumers living in residential services and is aimed at leaders, managers and other staff members responsible for the delivery of care and services to consumers receiving residential aged care and home care services.

The goal of this course is to teach learners what Standard 4 means for consumers: They get the services and supports for their daily living that is important for their health and well-being, and that enables them to do the things they want to do. This support can come in a variety of ways, from helping consumers with cooking and cleaning or helping them take part in social activities. Government funded aged care providers are expected to comply with each of the Aged Care Quality Standards. The standards reflect the level of care and services the community expects from aged care providers.

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Learning Outcomes

This course focusses on the following learning outcomes:

- Each consumer gets safe and effective services and supports for daily living
- Services and supports for daily living promote emotional, spiritual and psychological well being

- Services and supports for daily living assist each consumer to participate in their community both in and out of the service environment; have social and personal relationships; and do the things that interest them
- Information about the consumer's condition, needs and preferences is communicated within the organisation and others where responsibility is shared
- Referrals are timely and appropriate
- Where meals are provided, they are varied and of suitable quality and quantity, and
- Where equipment is provided, it is safe, suitable, clean and well maintained.

AGED CARE QUALITY STANDARD 5: ORGANISATION'S SERVICE ENVIRONMENT

Course Duration

15 minutes

Subject Matter Expert

Melissa Sinfield - RN BHSc (Nursing) (Hons 1st class) PhD MACN

This course has been developed to give the learner an understanding of ACQS 5, the standard requirement concerning the physical environment used to deliver care and services to consumers.

Target Audience

Standard 5: Organisation's Service Environment focusses on the physical environment that organisations provide their consumers. Environments must be clean, comfortable, safe and well-maintained. It must support the consumer's quality of life, as well as their independence. These expectations do not apply to organisations that provide care in the consumer's home or facilities they may visit.

This course is aimed at leaders, managers and other staff members responsible for the delivery of care and services to consumers receiving residential aged care and home care services.

The goal of this course is to teach learners what Standard 5 means for consumers: that they must feel like they belong, and they are safe and comfortable in the organisation's service environment.

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Learning Outcomes

This course focusses on the following learning outcomes:

- 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, and
- Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

AGED CARE QUALITY STANDARD 6: FEEDBACK AND COMPLAINTS

Course Duration

25 minutes

Subject Matter Expert

Melissa Sinfield - RN BHSc (Nursing) (Hons 1st class) PhD MACN

This course has been developed to provide learners with an understanding of Aged Care Quality Standard 6: Feedback and complaints.

Target Audience

Aged Care Quality Standard 6: Feedback and complaints focusses on the need for an organisation to have a complaints resolutions system in place that is confidential, accessible, fair and timely for all consumers. The resolution process should lead to outcomes that benefit the consumer and improve the relationship between the consumer and the organisation. Consumers should be encouraged to provide both positive and negative feedback and be responded to in formal and informal means.

This course is aimed at leaders, managers and other staff members responsible for the delivery of care and services to consumers receiving residential aged care and home care services.

The goal of this course is to teach learners what is expected of the organisation's service environment with the introduction of Standard 6: that consumers feel safe, and they are encouraged and supported to give feedback and make complaints. They must be engaged in

processes to address their feedback and complaints, and appropriate action is taken regarding their feedback and complaints.

Government funded aged care providers are expected to comply with each of the Aged Care Quality Standards. The standards reflect the level of care and services the community expects from aged care providers.

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Learning Outcomes

This course focusses on the following learning outcomes:

- Consumers and the people around them 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, and
- Feedback and complaints are reviewed and used to improve the quality of care and services.

AGED CARE QUALITY STANDARD 7: HUMAN RESOURCES

Course Duration

25 minutes

Subject Matter Expert

Melissa Sinfield - RN BHSc (Nursing) (Hons 1st class) PhD MACN

This course has been developed to provide learners with an understanding of the requirements of ACQS 7: Human Resources.

Target Audience

Aged Care Quality Standard 7: Human Resources course focusses on the responsibility that the organisation has to provide enough skilled, qualified staff to provide the highest level of care and services to consumers. Organisations must also support workers by providing the equipment they need to provide care to consumers, as well as giving them the appropriate amount of time to complete their work.

This course is aimed at leaders, managers and other staff members responsible for the delivery of care and services to consumers receiving residential aged care and home care services

The goal of this course is to teach learners what is expected of the organisation's service environment with the introduction of Standard 7: that consumers get quality care and services when they need them from people who are knowledgeable, capable and caring.

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Learning Outcomes

This course focusses on the following learning outcomes:

- The workforce is planned to enable the delivery and management of safe and quality care and services
- Workforce interactions with consumers are kind, caring and respectful
- The workforce is competent and members of the workforce have the qualifications and knowledge to effectively perform their duties
- The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards, and
- There is regular assessment, monitoring and review of the performance of each member of the workforce.

AGED CARE QUALITY STANDARD 8: ORGANISATIONAL GOVERNANCE

Course Duration

20 minutes

Subject Matter Expert

Melissa Sinfield - RN BHSc (Nursing) (Hons 1st class) PhD MACN

This course has been developed to provide learners with an understanding of the requirements of Aged Care Quality Standard 8: Organisational Governance.

Target Audience

Aged Care Quality Standard 8: Organisational Governance course focusses on the organisation being responsible for setting strategic priorities and the delivery of quality care and services.

Clinical governance is important where clinical care is provided, as there are a range of areas of concern that must be correctly addressed to keep consumers safe.

This course is aimed at leaders, managers and other staff members responsible for the delivery of care and services to consumers receiving residential aged care and home care services.

The goal of this course is to teach learners what is expected of the organisation's service environment with the introduction of Standard 8: that consumers are confident the organisation is well run and are partners in improving the delivery of care and services.

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Learning Outcomes

This course focusses on the following learning outcomes:

- Consumers are engaged in the development, delivery and evaluation of care and services
- The organisation's governing body promotes a culture of safe, inclusive and quality care and services
- The organisation has effective governance systems related to: information management, continuous improvement, financial governance, workforce governance, regulatory compliance and feedback and complaints
- The organisation has effective risk management systems and practices, including: management of high impact or high prevalence risks associated with the care of consumers, identifying and responding to abuse and neglect of consumers, and supporting consumers to live the best life they can, and
- Where clinical care is provided, a clinical governance framework should be in place, that includes: antimicrobial stewardship, minimising the use of restraint, and open disclosure.