

## ACSA HOME CARE PROVIDERS PACK

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## FALL PREVENTION IN HOME CARE

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**Course Duration**

45 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 serious repercussions of falls, and how to prevent them, in individuals receiving home care.

**Target Audience**

This course is suitable for staff working in Australian aged home care. It is especially useful for staff who interact directly with aged care consumers, the 'boots on the ground' who spend their days providing personal care. These are the staff who can identify changes in the health or mobility of people receiving care and report it so that falls prevention strategies can be put in place.

**Learning Outcomes**

Designed to provide personal care workers and other support staff with an understanding of the serious repercussions of falls, as well as:

- what can happen if a client has a fall
- how to identify factors that can increase a client's risk of falling
- the importance of falls prevention strategies, and
- how to identify what can be done to reduce the client's falls risk.

## FALLS PREVENTION PROGRAMS IN HOME CARE

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**Course Duration**

45 minutes

**Subject Matter Expert**

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

This course has been developed to give home care workers an understanding of the need for a falls prevention program, as well as how to effectively establish and maintain a program.

**Target Audience**

This course is suitable for staff working in Australian aged home care.

This training is targeted at nominated falls prevention 'program leads' – staff with key responsibilities for managing and implementing control programs for a wider team. This may include:

- Registered Nurses
- Enrolled Nurses
- facility managers
- community care managers
- quality and risk coordinators, and
- educators

### **Learning Outcomes**

These courses focus on ensuring that the learner:

- is able to identify the steps and actions involved in implementing a falls prevention program
- understands the role of a multidisciplinary team in running a falls prevention program
- knows where to access falls prevention resources
- understands how to apply PDSA (Plan, Do, Study, Act) cycles in falls prevention programs, and
- can evaluate falls prevention programs by measuring processes and outcomes.

These courses feature:

- Rich and engaging animated content
- Self-reflection activities focused on generating printable takeaway documentation that can act as the basis of a falls prevention program in the learner's workplace
- Key case studies detailing examples of other organisational best practice
- Assessments targeting specific learning outcomes, and
- Numerous supplementary resources for continued program development.

This course has been developed to ensure key staff in care organisations are ready to implement falls prevention programs, and meet the requirements of Aged Care Quality Standard 3: Personal care and clinical care, and Standard 8: Organisational governance.

## NUTRITIONAL NEEDS OF PEOPLE IN COMMUNITY CARE

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**Course Duration**

30 minutes

**Subject Matter Expert**

University of South Australia

This course has been developed to provide those who work within the community care sector, plus individual carers, with an understanding of the nutritional needs of those living in the community.

**Target Audience**

This course is aimed at staff working within the community care sector and individual carers.

**Learning Outcomes**

This course provides an understanding of:

- the importance of nutrition
- the consequences of inadequate nutrition
- why those living in the community are at risk of inadequate nutrition, and
- how to provide best nutrition for those living in the community.

## POSITIVE BEHAVIOUR SUPPORT

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**Course Duration**

40 minutes

**Subject Matter Expert**

Cerebral Palsy Alliance (CPA)

This course has been developed to exemplify the positive behaviour support approach which focusses on addressing the needs of a person with a disability, and on improving their quality of life. The idea of the course is to introduce these concepts to disability support workers and to encourage them to use positive approaches to behaviour support in their work.

**Target Audience**

This course is designed for any person who may be supporting another individual with positive behaviour support.

**Learning Outcomes**

This course focusses on the following learning outcomes:

- the meaning of 'quality of life' and how to apply strategies to improve the quality of life for the people you support
- what the positive behaviour support framework is, why we use it and how to apply the framework in your everyday work life
- how to recognise and implement proactive strategies when presented with behaviours of concern, as well as analyse the function of the behaviour, and
- the impact of communication and the importance of understanding both verbal and non-verbal communication.

## ASSIST CLIENTS WITH MEDICATION

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### Course Duration

130 minutes

### Subject Matter Expert

Frontline Care Solutions

This course has been developed to provide care and support workers with an understanding of how to assist clients in aged care, home and community settings with their medication needs.

### Target Audience

The course has been designed to provide training for care and support workers in residential aged care, home and community setting.

### Learning Outcomes

After completing this course, you will be able to:

- ensure you have the authority to proceed to assist a client with their medication
- prepare the client for assistance after identifying the level and type of physical assistance or supervision required
- assist and support the administration of a wide range of different types of medications
- understand some of the ways medications are classified
- identify lines of authority, accountability and actions to be taken to handle contingencies
- complete the documentation associated with the administration of medication, and
- implement hygiene and duty of care procedures when addressing the needs of the client.

## INTRODUCTION TO PERSONAL INCONTINENCE CARE

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**Course Duration**

50 minutes

**Subject Matter Expert**

TENA

This course has been developed to provide an understanding of the different types of incontinence and the care someone affected by incontinence requires.

**Target Audience**

The course is aimed at anyone working in the Aged Care sector required to undertake incontinence training.

**Learning Outcomes**

This course will provide an understanding of:

- the different types of incontinence and causes of incontinence
- the challenges experienced by those who are affected by incontinence
- the different types of treatments and lifestyle interventions, and
- considerations when assessing incontinence needs.

## MANUAL TASKS IN AGED CARE

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**Course Duration**

45 minutes

**Subject Matter Expert**

PhysioLink

Manual Tasks for Workers training course provides practical manual handling training and risk management training. The course covers risk factors associated with a variety of hazardous manual tasks. This is based on physical risk and an organisation's work health and safety responsibilities. This course is ideal training alongside an organisation's work processes and code of practice.

**Target Audience**

This manual tasks training course is designed for any worker who performs manual tasks. This includes workers who perform hazardous manual tasks, such as lifting heavy objects.

It may also be relevant for workers who perform other manual tasks. This includes those working with bulky loads, dangerous loads, vibrations, repetitive tasks, lifting people and handling animals.

### **Learning Outcomes**

This course provides learners with behaviourally focused training and outline of risk factors related to manual tasks.

- Activities considered hazardous manual tasks and the associated risk factors.
- How to assess manual tasks.
- Risk management strategies.
- Techniques for performing manual tasks safely.
- The course encourages the use of mechanical aids, based on the hierarchy of hazard controls.

## **WORK HEALTH AND SAFETY FUNDAMENTALS**

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### **Course Duration**

45 minutes

### **Subject Matter Expert**

Greencap

This course has been developed to provide an understanding of health and safety responsibilities in the workplace, how risk is managed in the workplace using the risk management process, and what you should expect to find in the workplace to help you work safely.

### **Target Audience**

The course has a national focus and has been designed to provide training for all staff working in Australia.

### **Learning Outcomes**

This course will provide an understanding of:

- health and safety responsibilities in the workplace
- how risk is managed in the workplace using the risk management process
- some common workplace hazards, and
- some of the steps you can take to reduce the risks associated with these hazards.

## DRIVER SAFETY

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**Course Duration**

20 minutes

**Subject Matter Expert**

Greencap

This course has been developed to provide car (C class) licensed drivers with an understanding of driver safety and how to follow driver management procedures in the workplace.

**Target Audience**

This course is designed for anyone who is required to drive as part of the workplace duties.

**Learning Outcomes**

This course provides an understanding of:

- why driver safety is important
- driving related risks and some of the causes of motor vehicle accidents, and
- how to maintain driver safety and manage driver fatigue.

## REPORTING ABUSE AND SERIOUS INCIDENTS IN AGED CARE

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**Course Duration**

70 minutes

**Subject Matter Expert**

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

This online course has been developed to provide caregivers with the tools to identify the signs and symptoms of abuse or neglect, and how to take action when abuse or neglect is identified.

The course looks at the risk factors for older people, including those living independently whether in home care or in an assisted living facility.

**Target Audience**

This course is suitable for caregivers and other healthcare professionals who provide care to older people in Australia. This course functions as a part of a healthcare organisation's duty of care and elder abuse training.

**Learning Outcomes**



This online course provides caregivers and other healthcare professionals with the following training.

This course provides an understanding of:

- background to and the definitions and prevalence of the abuse of older people in Australia
- types of abuse most commonly experienced by older people
- requirements for the reporting of abuse of an older person in your care
- roles and responsibilities of staff around the abuse of a person in their care
- barriers to staff reporting suspected and actual abuse, and
- actions to take if there is imminent threat to an older person.

## BASIC LIFE SUPPORT

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### **Course Duration**

55 minutes

### **Subject Matter Expert**

Michelle Smith, Clinical Nurse Educator and Deterioration and Resuscitation Coordinator, Djerriwarrh

The **Basic Life Support** (BLS) course is developed to provide healthcare professionals with a general understanding of how to respond in an emergency situation.

The course is designed to be consistent with the Australian and New Zealand Committee on Resuscitation (ANZCOR) guidelines. Basic Life Support teaches based on the DRSABCD structure, as outlined by ANZCOR.

Basic Life Support covers the skills required to respond to an emergency situation, particularly an unconscious casualty. The training package respects the learner's existing skills and knowledge. The course is designed to be short and highly engaging. Interactive activities include simulated rhythm training for compressions, AED placement on an unconscious casualty and scenarios specific to a healthcare setting.

### **Target Audience**

The Basic Life Support course is designed specifically as refresher training for healthcare professionals.

This is vital training for professionals with an obligation to respond to emergency life-and-death situations. The course aligns to ANZCOR and Australian Resuscitation Council (ARC) guidelines. Upon successful completion of this online learning course, the learner will receive a statement of attainment in the form of a certificate.

### **Learning Outcomes**

This course provides healthcare professionals training in:

- How to provide basic emergency basic life support, in line with ANZCOR.
- Assessing a situation, identifying dangers and calling for help.
- Identifying airway obstructions and managing breathing.
- Why and how cardiopulmonary resuscitation (CPR) is performed.
- The safe use of an automated external defibrillator (AED).

This course is an ideal lead-in course for advanced life support training.

### **Course features**

Basic Life Support is a focussed online training course featuring the following.

- 55 minutes course duration
- Interactive activities
- Look and feel specific to a healthcare environment
- Accessibility functionality for WCAG AA compliance
- Full course voiceover
- Assessments at the end of each section
- Certificate of completion
- Printable DRSABCD poster
- Adaptics - Kineo's pre-assessment technology

## UNDERSTANDING DEMENTIA - WHAT IS DEMENTIA?

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**Course Duration**

20 minutes

**Subject Matter Expert**

Frontline Care Solutions

This course increases the learner's understanding of life with dementia and its impact. It also provides behavioural training in how to care for and support people living with dementia.

This online learning course is designed to align with the Aged Care Quality Standards.

**Target Audience**

The 'Understanding Dementia: What is Dementia?' Course is designed specifically for carers and other health professionals who provide care for a person/people living with dementia.

The online learning is applicable to learners in residential aged care services, home services and flexible care services. This course is suitable for new and experienced carers.

**Learning Outcomes**

This course provides aged care professionals with training in:

- What the term 'dementia' means.
- The impact on a person living with dementia.
- The need to provide a person-centred approach to care.

## UNDERSTANDING DEMENTIA - PERSON-CENTRED CARE

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**Course Duration**

20 minutes

**Subject Matter Expert**

Frontline Care Solutions

This course is designed to train the learner in how to provide good person-centred care to people living with dementia. It also provides behavioural training in how to care for and support people living with dementia.

**Target Audience**

The 'Understanding Dementia: Person-Centred Care' course is designed specifically for carers and other health professionals who provide care for a person/people living with dementia.

The online learning is applicable to learners in residential aged care services, home services and flexible care services. This course is suitable for new and experienced carers.

### **Learning Outcomes**

This course provides aged care professionals with training in:

- What person-centred care is.
- The importance of practising person-centred care.
- What person-centred care might look like in practice.
- The importance of taking care of yourself.

## **UNDERSTANDING DEMENTIA - EFFECTIVE COMMUNICATION**

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### **Course Duration**

20 minutes

### **Subject Matter Expert**

Frontline Care Solutions

This course is designed to train the learner in how to communicate effectively with people living with dementia. It also provides behavioural training in how to care for and support people living with dementia.

### **Target Audience**

The 'Understanding Dementia: Effective Communication' course is designed specifically for carers and other health professionals who provide care for a person/people living with dementia.

This online learning course is applicable to learners in residential aged care services, home services and flexible care services. This course is suitable for new and experienced carers.

### **Learning Outcomes**

This course provides aged care professionals with training in:

- Ensuring the people you care for have their needs met and their dignity maintained.
- Recognising when a person living with dementia is communicating an unmet need.

- Helping meet the needs and requirements of the people you care for.

## INTERCULTURAL COMMUNICATION IN AGED CARE: AGEING, COGNITIVE DECLINE, DEMENTIA AND COMMUNICATION

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### Course Duration

20 minutes

### Subject Matter Expert

University of South Australia

The better we know the language and culture, the person and the situation, the better we are at intercultural communication and care.

### Target Audience

This course is aimed at supervisory and direct care staff working in multicultural aged care environments.

### Learning Outcomes

In this module we explore:

- perspectives on the behaviour and needs of people with cognitive decline or dementia
- how clinical variations between individuals and within individuals over time influence their behaviour and needs
- the role of our own behaviour and the environment
- strategies for communicating and providing safety and care through knowing the individual.

## INTERCULTURAL COMMUNICATION IN AGED CARE - DIVERSITY, CARE AND COMMUNICATION

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**Course Duration**

20 minutes

**Subject Matter Expert**

University of South Australia

This module has been developed to provide a contemporary understanding of linguistic, cultural and faith-based diversity in aged care and why and how it matters for care and safety.

**Target Audience**

This course is aimed at supervisory and direct care staff working in multicultural aged care environments.

**Learning Outcomes**

In this module we:

- consider the influence of diversity on perceptions
- explore understandings of risks and opportunities in diversity
- reconsider the CALD label
- develop strategies for doing safety and care in diversity.

## INTERCULTURAL COMMUNICATION IN AGED CARE - KNOWING THE PERSON - PERSONAL HISTORIES, LIFE EXPERIENCES AND MEMORIES

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**Course Duration**

25 minutes

**Subject Matter Expert**

University of South Australia

This module has been developed to provide a contemporary understanding of linguistic, cultural and faith-based diversity in aged care and why and how it matters for care and safety.

**Target Audience**

This course is aimed at supervisory and direct care staff working in multicultural aged care environments.

## Learning Outcomes

In this module we consider the importance of:

- understanding the influence of the past on the present self
- exploring how residents' personal histories, life experiences and memories impact on their needs
- communicating the whole person in 'person-centred' care, and
- strategies for providing care and safety for the whole person.

## INTERCULTURAL COMMUNICATION IN AGED CARE - OPTIMISING CARE THROUGH BEING AWARE OF LANGUAGE

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### Course Duration

45 minutes

### Subject Matter Expert

University of South Australia

The better we know the language and culture, the person, and the situation, the better we are at optimising care through this knowledge.

### Target Audience

This course is aimed at supervisory and direct care staff working in multicultural aged care environments.

## Learning Outcomes

In this module we consider the importance of:

- understanding the influence of the past on the present self
- exploring how residents' personal histories, life experiences and memories impact on their needs
- communicating the whole person in 'person-centred' care, and
- strategies for providing care and safety for the whole person.