

ACCPA

Aged & Community Care Providers Association

**Residential Care Quality Assessments –
What should you be focusing on?**

Presented by Diane Herr

I would like to acknowledge the traditional custodians of the land on which we meet today, the Gadigal people of the Eora nation.

I pay my respect to Aboriginal and Torres Strait Islander people here today as well as to their elders past, present and emerging



About me:

- Registered Nurse from 1984
 - Started working in Aged Care in 1999
 - Part of the National ACCPA Consultancy Team
 - Worked in the quality, compliance, governance role in aged care for 15+ years
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Overview

- Today's session is all about helping you to narrow your focus by providing practical information and strategies to set you and your team up for success when it comes to residential aged care quality assessments. To do this we will break the session into three components:
 - How to prepare for a quality assessment
 - How to support an effective quality assessment
 - How to respond to a quality assessment
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**How to prepare for a quality
assessment**

Joan Miro









Preparing for quality assessment

For you to have the best chance of a successful quality assessment it is essential you and your team are prepared 24/7, intention is NOT enough. Here's what you can do:

- Ensure staff know residents and their needs, ensure that all resident risks are identified and responded to appropriately
- Consider the unique needs, preferences and goals of residents who belong to special needs groups or have complex care or support needs, ensure these are managed appropriately
- Ensure respite residents are being appropriately assessed and supported for their duration of care
- Ensure resident and representative satisfaction is being monitored and followed-up accordingly
- Ensure staff satisfaction is being monitored and followed up accordingly, we know resident / representative and staff satisfaction is intrinsically linked

Special needs groups

- People from Aboriginal and Torres Strait Islander communities
- People from culturally and linguistically diverse backgrounds
- People who live in rural and remote areas
- People who are financially or socially disadvantaged
- Veterans
- People who are homeless, or at risk of becoming homeless
- People who are lesbian, gay, bisexual, transgender, intersex, Q+
- People who are care leavers
- Parents separated from their children by forced adoption or removal
- People who live with some form of disability

Preparing for quality assessment

Ensure:

- resident representative details are maintained
 - all information is current – brochures, posters, handbooks etc...
 - an area for assessors to work out of during their visit is nominated and communicated to all person's in charge
 - residents and representatives are notified of any upcoming site audit in accordance with instructions from the Commission
 - Letters and posters – English | Aged Care Quality and Safety Commission
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Preparing for quality assessment

- Maintain your Plan for Continuous Improvement
 - RB 2021-15: Plan for continuous improvement requirements | Aged Care Quality and Safety Commission
 - Regularly review your organisation / aged care home's compliance position against the aged care quality standards (1/4ly to 6-monthly at least)
 - contract the services of a third party if required to assist e.g., ACCPA consultancy
 - Regularly review your self-assessment to ensure that for EACH requirement your organisation / aged care home can demonstrate it:
 - understands, applies, monitors and reviews performance
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Preparing for quality assessment

- Ensure the staff member in charge 24/7 is:
 - aware of their responsibilities to manage the quality assessment i.e. give consent to enter, start entry meeting, provide tour etc (at least initially dependent on your internal arrangements)
 - aware the Commission has sophisticated processes to gather intelligence to inform their risk-based assessment of each provider/aged care home, including having knowledge of SIRS, complaints, star-ratings, quality indicators, work-cover, AHPRA, Public Health Unit, Services Australia matters etc... before arriving onsite
 - prepared to answer the Commission's risk-based questions (during entry-meeting) and arrange for the necessary documents to be provided either during the entry meeting or no greater than 1 hour after the entry meeting:
 - Risk-based questions | Aged Care Quality and Safety Commission
 - Initial documents requested during performance assessments in residential services | Aged Care Quality and Safety Commission
 - able to arrange access to secured areas / electronic systems
 - familiar with the broad powers that Quality Assessors hold
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Preparing for quality assessment

- Ensure key staff:
 - Stay abreast of the significant regulatory changes and ensure your organisation / aged care home has understood, operationalized, monitored and reviewed the required changes
 - [National aged care reforms | Aged Care Quality and Safety Commission](#)
 - Review trends in the sector performance reports
 - [Sector performance data | Aged Care Quality and Safety Commission](#)
 - Review the non-compliance register to understand specific issues that lead to various types of compliance actions across industry, reflect on these and ask:
 - Could this be happening in my organisation / aged care home?
 - What can I do to make sure we do not repeat the pattern of concern?
 - [Non-compliance register | Aged Care Quality and Safety Commission](#)
 - Prepare staff including executive / board members to talk to the Assessment Team
 - The 'governing body' must have effective systems to communicate matters up and down the organisation
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Spotlight on Sector Performance Insights

Sector Performance reports for residential aged care over the last 14 quarters, since 1 July 2019 to 31 December 2022 show:

Top 5 complaint types:

Medication administration & management
Personnel number & sufficiency
Falls prevention and management
Personal and oral hygiene
Consultation / communication with resident / representative / family

Top 8 most frequently non-compliant requirements:

Requirement 2.3 a
Requirement 2.3 e
Requirement 3.3 a
Requirement 3.3 b
Requirement 7.3 a
Requirement 8.3 c
Requirement 8.3 d
Requirement 8.3 e

How are you tracking in these areas?



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**How to support an effective
quality assessment**

Supporting an effective quality assessment

There are a number of things you/ your team can do to support an effective quality assessment these include:

- Let residents, representatives and staff know the Assessment Team is onsite
 - Welcome the Assessment Team to your aged care home / organisation
 - Offer the Assessment Team refreshments, they may decline however the offer is always appreciated
 - Continue with business as usual, however work with the Assessment Team to meet mutual objectives
 - Provide requested information in a timely, professional and confident manner - Remember you are the expert!!
 - Do not guess, if necessary clarify matters that are unclear before providing a response
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Supporting an effective quality assessment

- Check in at regular intervals with the Assessment Team to ensure they have what they need
 - Ensure someone is being vigilant about observations (as should be usual practice) – ensure call bells are answered in a timely manner, residents have access to meals, drinks, freedom of movement etc...
 - Make notes of feedback provided by the Assessment Team
 - Be proactive in addressing any issues raised by the Assessment Team, add these to your PCI to ensure they are logged and tracked through appropriately
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Supporting an effective quality assessment

Assessors must act professionally and in accordance with the Assessor Code of Conduct.

Any issues with Assessor conduct should be directed to the Team Leader or the relevant Assistant Director, refer to the Letters of Authority for contact details

- [Assessors | Aged Care Quality and Safety Commission](#)
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**How to respond to a quality
assessment report**

Responding to a report following a quality assessment

It is critical that upon receiving a report the nominated person:

- reviews it in detail
 - determines if a response is required – non-compliance, clarification required
 - engages assistance (including external assistance in responding) early if required
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Commission Resources

- [Guidance and resources for providers to support the Aged Care Quality Standards | Aged Care Quality and Safety Commission](#)
 - [RB 2021-12 Reconsideration of reviewable decisions | Aged Care Quality and Safety Commission](#)
 - [RB 2020-09 Assessment contacts in residential and home services | Aged Care Quality and Safety Commission](#)
 - [RB 2019-05 - Aged Care Quality Standards performance assessment methodology | Aged Care Quality and Safety Commission](#)
 - [RB 2019-04 Responding to non-compliance with the Aged Care Quality Standards | Aged Care Quality and Safety Commission](#)
 - [RB 2019-03 Exclusion of specific dates for unannounced visits | Aged Care Quality and Safety Commission](#)
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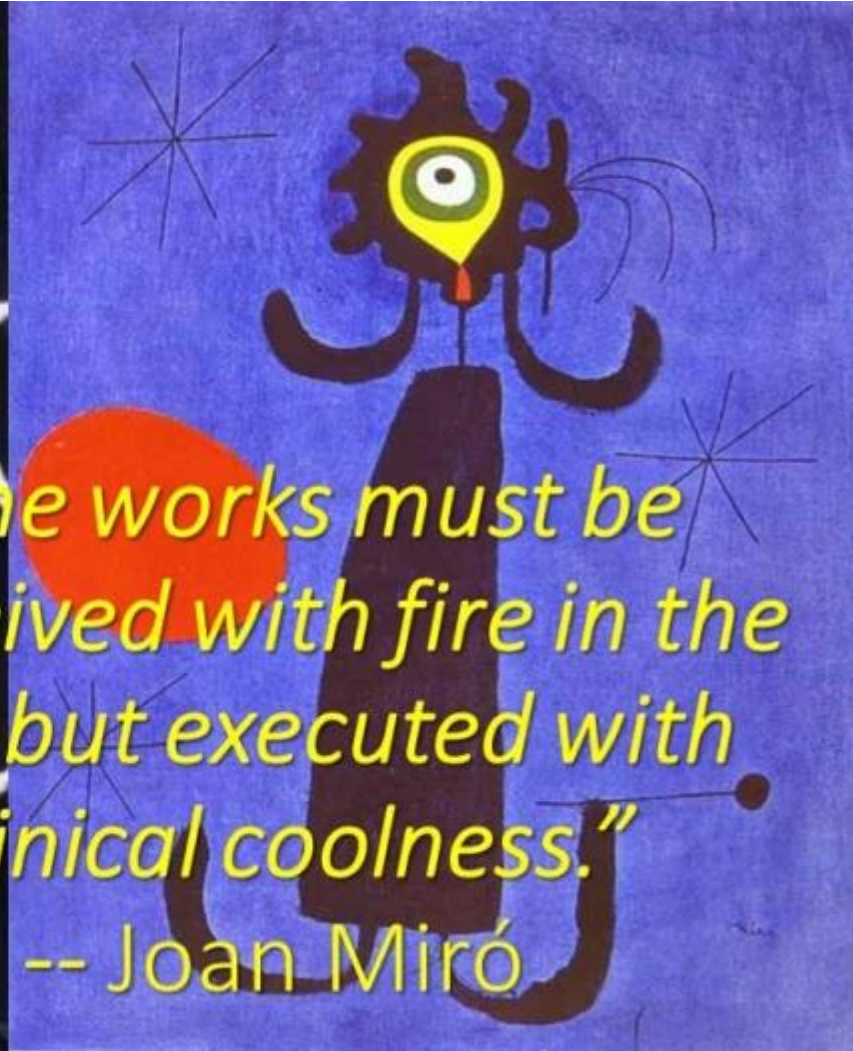
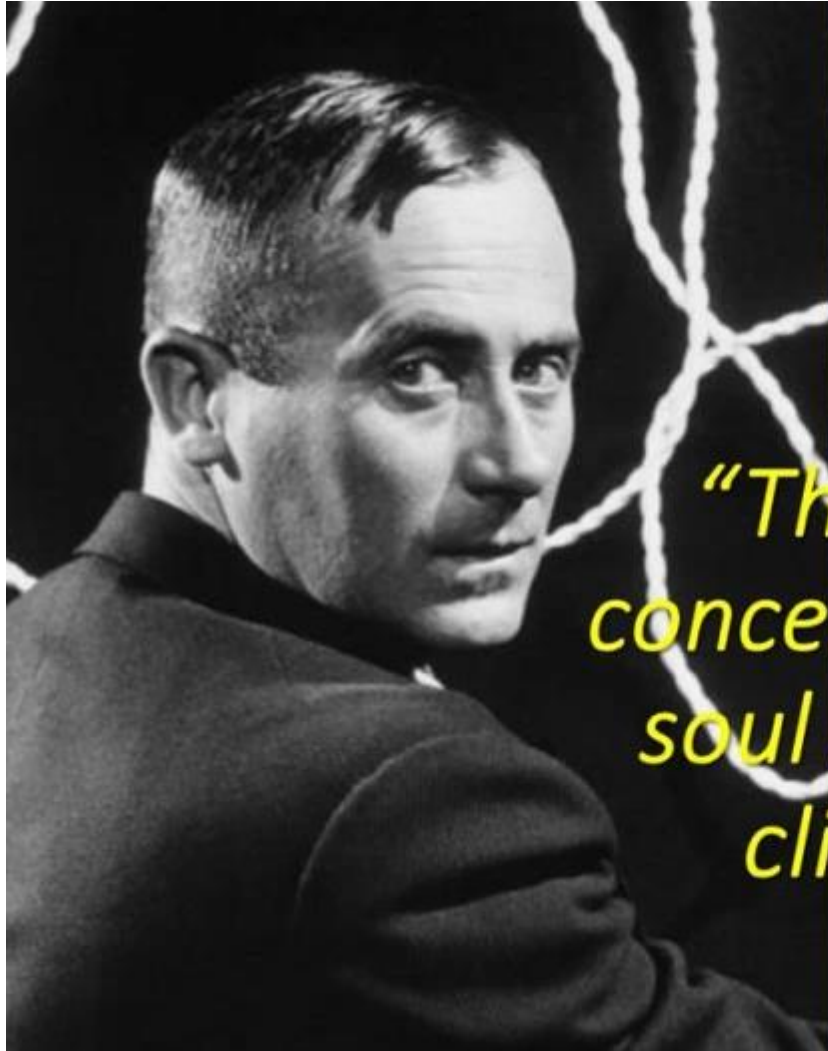
ACCPA Education & Resources

At ACCPA we are here to support you and your team be best positioned for success during a residential aged care quality assessment.

ACCPA can support through Consultancy, Member Support, Training Services or Quality Systems (SQMS or Quality Portal) programs.

To build upon what was covered in today's session you may like to consider ACCPA workshops:

- "Be Prepared" - Act with Confidence to an ACQSC (Aged Care Quality and Safety Commission) Unannounced Visit (for Residential Providers) - ACCPA
 - Aged Care Quality Standards Webinar – ACCPA
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*"The works must be
conceived with fire in the
soul but executed with
clinical coolness."*

-- Joan Miró



Thank you

**For follow-up and support requests
contact:**

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