

'Beyond Compliance'

Increasing the focus on safety and quality in Victorian Public Sector Residential Aged Care Services



What is 'Beyond Compliance'?

'Beyond Compliance' is a strategy to support and build the capacity of Victorian Public Sector Residential Aged Care Services (PSRACS) to continue to deliver high quality care and services to residents. The strategy increases the focus on safety and quality in PSRACS with initiatives targeted towards:

- risk management and performance improvement
- education and training
- development of tools and resources
- provision of specialist advice and support.

This strategy aligns with the *Public Sector Residential Aged Care Policy* (2004), which commits to strengthening the service system and ensuring older people receive appropriate care.

There are almost 200 PSRACS providing care and accommodation to frail, older Victorians who can no longer be supported in their own homes. Most of these services are operated by small hospitals in rural communities. PSRACS are committed to providing high quality care to residents and continually strive to improve the safety and standard of the services provided. This is

demonstrated by them continuing to successfully meet the Commonwealth's Aged Care Accreditation Standards as required under the *Aged Care Act 1997*.

'Beyond Compliance' aspires to broaden the approach to safety and quality beyond accreditation requirements. Opportunities to build on the recognised commitment and achievements of PSRACS are enhanced through a comprehensive range of initiatives within 'Beyond Compliance'. These systematically increase the focus on safety and quality for residents at the broad, sector-wide level in a sustainable way.

Key elements of 'Beyond Compliance'

PSRACS can look forward to the positive outcomes of the following initiatives being rolled-out over the next 18 months:

- **'SCORE': Strengthening Care Outcomes for Residents with Evidence**

'SCORE' is an initiative commissioned to develop standardised clinical responses to residents' care needs. 'SCORE' establishes a foundation to support a systems approach to ensuring safe, quality outcomes for residents through improved, consistent processes.

How do I find out more information?

If you would like more information about 'Beyond Compliance' or about public sector residential aged care in general, please visit our website:

<http://www.health.vic.gov.au/agedcare/>

Or you can telephone the 'Beyond Compliance' Project Team based in the Aged Care Branch on ph: 9096 1038 or 9096 8012

- **Aged Care Accreditation Resource**

A guide is currently being developed to support services with an improved understanding of the Commonwealth aged care accreditation process.

- **Training Review**

Workforce capacity will be enhanced with a project reviewing opportunities for extending and improving access to training and development for managers and staff.

- **Residential Aged Care Coronial Communiqué**

Funding is being provided to the Victorian Institute of Forensic Medicine to publish a quarterly 'Residential Aged Care Coronial Communiqué'. The Communiqué highlights selected cases reported to the State Coroner and shares learnings to improve awareness of resident safety issues.

- **'Dementia Friendly Environments'**

A project seeking to develop practical resources for residential aged care services that aim to promote positive physical and social environments to enhance the care of residents with dementia.

The new initiatives complement the following safety and quality activities that already positively impact on the service provision in PSRACS:

- **Quality Indicators**

In an Australian first, a set of clinical indicators is being implemented across a large number of residential aged care services. The indicators will give services a powerful tool to monitor and drive improved quality of care in the clinical areas of falls and fall-related fractures; pressure areas; physical restraint; use of nine or more medications; and unplanned weight loss.

- **Quality Improvement Seminar Series**

A series of two-day seminars designed to enhance the skills of management and staff are held annually. Reputable experts bring the latest information about new research and findings to the field so that care and practice remains contemporary.

- **Aged Care Specialist Advice**

Specialist aged care advice is available to support services to provide quality care and services to residents. Quality Project Officers provide targeted support regarding accreditation and quality issues.

- **Aged Care Tools and Resources**

'Resource Kit to enable implementation of the APAC Guidelines for Medication Management in Residential Aged Care Facilities'. A resource designed to assist services to develop systems that support the quality use and administration of medicines.

'Well for Life - Improving nutrition and physical activity for residents of aged care facilities'. Pleasurable life experiences, falls prevention, improved mobility and sleep are just a few of the benefits that residents can enjoy with an increased focus on nutrition and physical activity. This resource aims to support residential aged care staff to increase nutrition and physical activity opportunities for residents.

'Outside Looking In - Resource kit on carer friendly practices in aged care facilities'. Funding to Carers Victoria resulted in the development of a practical resource for management, staff and carers to improve the transition to residential care and help the development of positive care partnerships.

- **Training and Education**

Division 2 Registered Nurses working in aged care benefit from many of the 1500 training places funded to extend scope of practice to administer medications in Victoria.

Partnerships

Partnership with all stakeholders will ensure that 'Beyond Compliance' has positive engagement, structure and relevance. The Aged Care Branch will work collaboratively with the sector, research bodies and other key representatives. Project specific committees with reporting, governance and management frameworks will be established to guide initiatives where appropriate.

'Beyond Compliance' is a great opportunity to:

- build on PSRACS accreditation achievements for improving safety and quality
- promote positive partnerships
- share learnings
- seek out new opportunities
- improve care and services to residents.

'Beyond Compliance' is an initiative of the Aged Care Branch, Department of Human Services.

Published by the Victorian Government, Aged Care Branch, Department of Human Services Victoria, Australia

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October 2006

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Authorised by the State Government of Victoria, 50 Lonsdale Street, Melbourne.

Printed by Printmode Pty Ltd, 377 Lonsdale Street, Melbourne 3000