

Public Sector Residential Aged Care Bulletin

The Public Sector Residential Aged Care (PSRAC) Bulletin has been developed to keep you informed of developments and projects that are being undertaken within the Aged Care Branch, DHS, that relate to PSRAC. The main focus of this Bulletin is the Quality Indicator Project. The next issue will focus on the Business Performance Improvement Project.

Report from Quality Indicator Project

The Final Indicators

Prevalence of stage 1 – stage 4 pressure ulcers

Prevalence of falls and fall-related fractures

Incidence of use of physical restraint

Incidence of residents using 9 or more medicines

Prevalence of unplanned weight loss

Quality Indicators in PSRACS – in place from July 2006

Initial training has now been completed for the rollout of the Quality Indicators in Public Sector Residential Aged Care Services project.

Key contact people for each Health Service have also been receiving updates on development of the Project, along with Frequently Asked Questions and Responses.

All Services and facilities should have in place their Project Action Plan and information about the project should now be circulating through all relevant networks.

For those Indicators that require a monthly audit, ie the Indicators relating to use of physical restraint and weight loss, **the first collection of data will be scheduled in July 2006.**

The first reporting of data to the Department is due by 21 October 2006 at the same times as other AIMS PSRACS data.

Report on Training

The following is an excerpt from the Executive Summary of the *Education and Training Program - Final Report*.

Attendance at training sessions

Of the 81 PSRACS agencies across Victoria, representatives from 78 (96%) attended the training sessions. (*Alternative arrangements have been made for the other 3 Services*).

Some agencies sent one or two 'head office' staff, who will be responsible for managing the project and training others across sites. Other agencies sent representatives from all sites and some sent both 'head office' and facility based staff.

Training evaluation by participants

Overall, 94% of participants rated the training as excellent (34%) or good (60%).

In particular, the presenters were highly rated (excellent (47%); good (50%)) as was the resource package (excellent (53%); good (45%)).

Following the training, most participants believed that they had a sound knowledge of the indicators, their use and the data collection requirements. Participants rated their knowledge as follows:

- the five indicators : excellent 36%: good 62%
- data collection and reporting : excellent 30%: good 64%
- using the data to monitor and improve services : excellent 27%: good 64%.

Conclusions and recommendations

Agencies now have a good understanding of the indicators and have the tools, information and guidance necessary to implement the indicators in their facilities from July 2006.

Training participants' feedback also indicates that most view the indicators positively and will 'champion' them within their agency.

A Responsive and Practical Approach

Consultation and feedback with PSRACS has been an important feature of the Quality Indicator project. This responsive and practical approach will continue through the establishment year to ensure optimal arrangements are in place for the commencement of public reporting of the Indicators (in 2007-2008).

A number of small modifications have been made to the Quality Indicators in response to feedback and discussion during the education and training for rollout.

The Indicator relating to the use of physical restraint has proven to be the most challenging to define. However, this is a very important issue in the residential aged care sector, in terms of both resident rights and resident safety, and ongoing effort will be directed to achieve continuous improvement in this area.

The final versions of Indicators have been provided electronically to all key contact people to enable them to set up systems that fit with the quality recording and monitoring mechanisms in place within their particular Service.

Launch in July

A Launch of the Quality Indicator project will be held on 14 July 2006. The Minister for Aged Care, Gavin Jennings MLC, will conduct this launch at a morning tea at the Treetops venue in the Melbourne Museum.

This event will provide an opportunity to hear from some key stakeholders on the importance of quality processes and continuous improvement in PSRACS. It will also be an occasion to acknowledge the important contribution of the project trial sites and other quality champions across the sector.

One of the crucial elements in achieving improved quality services is undoubtedly the enthusiasm, commitment and hard work demonstrated by individual people at all levels and in all types of role within residential aged care services. The importance of these 'quality champions' has been highlighted over and over during all stages of the Quality Indicator project and they are sure to play an ongoing role in achieving the best possible services for residents.

Quality Improvement Seminar

An Aged Care Quality Improvement Seminar will be held on 24 and 25 July 2006 at 50 Lonsdale St, Melbourne.

This seminar will include sessions addressing the aspects of care relating to each of the five Quality Indicators.

It is designed for quality managers, nurse educators, aged care service managers, Directors of Nursing and other interested staff.

The key aims of the seminar are to reinforce participants' understanding of the context of the five indicators; to engage in discussion about contemporary good practice in the management of pressure ulcers, unplanned weight loss, falls and fall-related fractures, physical restraint and overuse of medications; and to enhance skills to develop and use systems to support implementation of indicators.

For information and to register please contact:

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Elder Abuse –You Might Like to be Aware of Two Government Strategies

1. Valuing Victoria's Seniors – Supporting the Safety and Dignity of Older Victorians

The Victorian Government has allocated \$5.9 million in the 2006/07 Budget over four years to ensure senior Victorians stay safe and enjoy healthy, active and independent lives by:

- preventing the abuse of older people;
- strengthening service responses to cases of abuse
- establishing a specialist community legal service for older people
- major community education programs
- investing in education and training for professionals involved in responding to cases of abuse
- investing in the financial literacy of older people.

Taken as a whole the initiatives will help both prevent abuse of older people and improve service responses to individual cases.

These new initiatives respond directly to the 11 recommendations of the Elder Abuse Prevention Project and are intended to ensure the safety, security, independence and dignity of senior Victorians. For further information on the Elder Abuse Prevention Project report released in December 2006 and associated links refer

<http://www.seniors.vic.gov.au/web19/osv/dvcosv.nsf/headingpagesdisplay/elder+abuse+prevention>.

2. Safety and Dignity of Older Victorians in Residential Aged Care

Victorian Government initiative specifically for PSRACS

In conjunction with the above initiative funded by the Victorian Government in 2006 –2007 the Victorian Minister for Aged Care Gavin Jennings has committed further funding to address the safety and dignity of older Victorians in residential aged care.

The Victorian Minister for Aged Care has committed a one off allocation of \$200,000 to assist public sector aged care service providers to process police checks for existing staff employed in public sector residential aged care facilities. This initiative is one of a number of strategies that will strengthen the prevention of abusive behaviours towards older aged Victorians living in public sector residential services.

The Commonwealth Government addresses elder abuse in RACS

The Commonwealth Minister Senator Santoro sent a letter on 12 April 2006, to providers of residential aged care services informing them of:

- a commitment to mandatory police checks;
- improving training and support within the industry to ensure compliance with existing incident reporting mechanisms;
- strengthen incident reporting for a category of serious offences, such as sexual or physical assault, where it will be a requirement for residential aged care providers to pass on complaints to the appropriate agencies for investigation;
- and whistleblower protection.

These commitments are subject to further consultation with the industry.

The Victorian Minister has recently written to the Commonwealth seeking information as to how these matters are progressing.