



# Public Sector Residential Aged Care Bulletin

This bulletin provides information on recent and forthcoming events in Public Sector Residential Aged Care sector. Previous editions are available at: [www.health.vic.gov.au/agedcare/publications/newsletters/index.htm](http://www.health.vic.gov.au/agedcare/publications/newsletters/index.htm)

## New Manager Residential Services

Judith Abbott has recently been appointed to the position of Manager Residential Services, Aged Care Branch DHS. Judith has come from the Service and Workforce Planning branch of the department, where she worked on a range of workforce issues, including involvement in those related to aged care.

Judith has played an integral role in developing policy and programs around workforce issues across DHS, and at both state and national levels. Prior to that, Judith held various roles in the health system, having started her professional life as an optometrist, which gave her early exposure to residential aged care as a visiting practitioner.

Shortly following her commencement in the position Judith visited a number of services in Hume region, including the new service under construction at Wangaratta. Pictured below are Tony Lane (Hume region DHS) Ross Waddington (Northeast Health Wangaratta), Judith Abbott, Neville Page (Hume region DHS) and Frank Carlus (Aged Care Branch DHS) at the soon to be completed Wangaratta residential aged care service.



## More Capital Investment!

Funding has recently been made available for the purchase of high quality wheelchairs for improved resident access and community interaction.

Equipment funding totalling \$630,000 has been provided to 136 PSRACS with high care places during 2006-07 to purchase the wheelchairs. These funds are on top of \$8.6 million invested since 2002-03 for new electronic beds, pressure reduction foam mattresses and lifting equipment to promote resident safety and comfort.

## Creating a Dementia Friendly Environment in Residential and Respite Care Facilities

A user-friendly handbook is being produced in hard copy and on the web for those with influence in altering or building residential or respite environments. The handbook will provide easy access to principles of creating and improving dementia friendly environments, and ideas at a range of costs and in various scenarios, including within a facility's annual program of maintenance and improvements, renovating an existing facility, and building a new facility.

The handbook and web site will be accessible to a range of professions and trades involved in developing, enhancing and improving residential and respite facilities, including:

- service providers,
  - building managers,
  - architects,
  - health care interior designers,
  - builders,
  - land architects and landscapers,
- and others involved in the provision of formal care including program management.

We will keep you informed of the finalisation of the handbook anticipated later this year.



Alzheimer's Australia Vic has some very useful items available in the Publications and Resources section of their website - [www.alzheimers.org.au](http://www.alzheimers.org.au) such as:

- A Guide to Practice for Managers in Residential Aged Care Facilities (February 2007)
- Practice in Residential Aged Care Facilities for all Staff (February 2007)
- Quality Dementia Care - Position Paper No.2 (February 2003)

The papers currently have a link in the News and Events area on the website Home page.

### Coronial findings for residential aged care

A recent inquest by the State Coroner's Office found that a death of a male resident of an aged care facility occurred from overwhelming urinary sepsis.

Prior to his death, the resident was in the end stages of Parkinson's Disease with several gastrointestinal conditions. Family members were active in his care and had articulated their expectations for his general practitioner to attend when the resident was unwell with subsequent hospital admission.

In the report of the inquest, the Coroner made adverse findings in respect of the management of the resident's illness by both his treating doctor and the facility, leading up to his death in hospital.

Comments and recommendations were made by the Coroner regarding review of the service's care systems and staff training around:

- identifying and managing a suspected urinary tract infection,
- management of important resident/patient information and files,
- management of residents hospital transfers, and
- enhancing communication with family members.

A further comment was made regarding the need for review of communication protocols for co-managing patient/resident care between general practitioners and facilities.

A copy of the Coroner's report (Case No: 101/05) can be obtained by forwarding a written request to the State Coroner's Office, 57 Kavanagh Street, Southbank 3006.

### The HESTA Australian Nursing Awards

The Victorian State nominees in the 2007 HESTA Australian Nursing Awards gathered in Melbourne on 18<sup>th</sup> May with their guests, to celebrate their achievements as part of International Nurses Week. The HESTA Australian Nursing Awards are a chance to publicly thank nurses whose professionalism and care transform the lives of their patients.

Victoria's nominees for the annual awards in the three major categories were:

- *Tracey Smith* (Nurse of the Year category): Tracey, a midwife at Peninsula Health, educates teenagers about the responsibility and challenge of pregnancy, childbirth and early parenting on the Mornington Peninsula.
- *Kristy Young* (Innovation in Nursing category): Austin Health
- *Fiona McGrice* (Graduate Nurse of the year): from the Alfred's accident and trauma centre, where she has shown unwavering professionalism, diligence and care.

Tracy, Kirsty and Fiona were three of more than 700 nurses nominated in the national awards.

The national winners of the HESTA Australian Nursing Awards were:

- *Robyn Williams* (Nurse of the Year): Wynnum Blue Care Community Nursing QLD
- *The Community Nursing Team* - Mudgee Health Services NSW (Innovation in Nursing).
- *Angie Tonner* (Graduate Nurse of the Year): St Mary's Aged Care QLD

### Victorian Advisory Committee on Infection Control

The committee provides advice and guidance to the Human Services Department on best practice in infection control with a specific focus on:

- surveillance of healthcare associated infection and emergent antibiotic resistance;
- training and education;
- sterilisation and disinfection;
- environmental cleaning standards; and
- healthcare worker and patient welfare

Kevin Kendall has joined the committee to provide aged care representation. Kevin is well known across the aged care industry in all sectors and is the author of 'Practical Approaches to Infection Control in Residential Aged Care' - now in it's second edition.

## Commonwealth Government Preventing Abuse of Older People - IMPLEMENTATION UPDATE

Increased spot checks of all Residential Aged Care Services commenced on 1 July 2006. Further strategies for the prevention of abuse of Older People are to be implemented. These include National Police Checks for staff and volunteers;

**1 March 2007:** All new staff and volunteers engaged after this time must have a current (within 3 years) police check.

**1 June 2007:** Ensure all existing staff of an approved provider (excluding volunteers) have had a current police check or have lodged an application for a police check.

**1 July 2007:** Compulsory reporting of sexual and serious physical assault to Commonwealth Department of Health and Ageing by residential aged care providers and staff commences. A parallel reporting mechanism for reporting to DHS by public sector providers also to be implemented. Requirements will be advised through a forthcoming Hospital Circular.

**1 July 2007:** Legislative protection for approved providers and staff who report these assaults.

**1 September 2007:** Ensure all existing volunteers (covered within the definition) have had a police check or have lodged an application for a police check.

**On or before 30 September 2007:** All approved providers declare police check compliance to DoHA, in relation to each service operated by the approved provider.

The new **Aged Care Complaints Investigation Scheme** commenced 1 May, with Australia's first independent Aged Care Commissioner, Rhonda Parker. Under the new arrangements, the Aged Care Commissioner will provide an independent avenue of review on decisions that the Office of Aged Care Quality and Compliance makes about complaints. The Aged Care Complaints Investigation Scheme can be contacted 7 days per week on 1800 550 552. Further information can also be accessed at:

<http://www.health.gov.au/internet/wcms/publishing.nsf/Content/oacqac-1-lp>



## Are you ready for the Aged Care Funding Instrument?

The Aged Care Funding Instrument (ACFI) will be implemented on 20 March 2008 as the new means of allocating Commonwealth Government funding to residential aged care providers. It will replace the Resident Classification Scale (RCS). The ACFI has been developed in response to the Review of Pricing Arrangements in Residential Aged Care (Hogan 2004) and the RCS Review (2003).

The rate of Commonwealth Government subsidy that Agencies receive is based on the aged care provider's assessment of each resident's care needs. The ACFI consists of twelve care need questions. Diagnostic information about mental and behavioural disorders and other medical conditions will also be collected. This information will be used to categorise residents as having low, medium or high care needs in each of the following care domains:

- Activities of daily living (ADLs)
- Behaviour
- Complex Health Care.

The ACFI is not designed to be a comprehensive assessment tool for care planning purposes, but is consistent with good assessment practice.

Ensuring a successful transition and implementation of the ACFI requires careful planning and review of systems at agency level.

The Commonwealth has arranged for training in the use and administration of ACFI is to be provided to service managers in September and October 2007 (2 days, one manager per service). This will include an emphasis on eBusiness and the appraisal process. Training for other aged care staff is scheduled just prior to implementation in February and March 2008 (2 days, two staff per service under 80 places). Additional training places may be purchased if required, subject to availability. All participants will receive a resources package that can be used to train other staff on site.

Training is to be delivered via the national TAFE network. It is essential that all relevant staff take part in either face to face or distance education training.

Further information on training arrangements can be found on the following link:

<http://www.health.gov.au/internet/wcms/publishing.nsf/content/ageing-acfi-training.htm>

The Business Rules can be downloaded from:

<http://www.health.gov.au/internet/wcms/publishing.nsf/Content/ageing-acfi-using-businessrules.htm>

Aged & Community Care Victoria Ltd (ACCV) also has information on ACFI on its website:

[http://www.accv.com.au/pdf/ACCV\\_bulletin\\_250507.pdf](http://www.accv.com.au/pdf/ACCV_bulletin_250507.pdf)

## Count Us In!

The various *Count us in!* projects are proceeding at pace! Progress reports at the end of May indicate that many valuable things are being learned, that participating residents are enthusiastic about the extra stimulation and opportunities in their lives and that there is huge potential for increased 'inclusion' to change the lives of residents and to benefit families, staff and local communities.

The initial phase of *Count us in!* has involved lots of building relationships, recognising and using resources and opportunities, identifying and overcoming restrictions and risks and supporting residents, staff and families to look at things in new ways and to take the best possible advantage of this initiative.

A **Café Conversation** is being held on 29 June to enable key project convenors and other interested people to meet and share their experiences, strategies and directions for the remainder of the projects. Contact Elaine Pulleine on 9096 8327 ([elaine.pulleine@dhs.vic.gov.au](mailto:elaine.pulleine@dhs.vic.gov.au)) for further details.

An event will also be conducted later in the year to engage residents, older people in the community, families and carers in discussing their experience of *Count us in!* and their ideas for reinforcing an inclusive approach in residential aged care.

## Business Performance Improvement update

This sector wide business performance improvement initiative is continuing to take shape. In March, Regional Implementation Team (RIT) workshops were held in 6 locations around Victoria, with 128 RIT members introduced to the Better Practice Tool Kit and Interim Benchmarking Tool.

RIT members discussed strategies and ideas about improving business performance within their own health services and the region. Many RIT members have started planning and implementing specific strategies within their agencies and services and as a result a lot of additional useful feedback has been received for incorporation in the tool kit.

DHS is currently in the process of finalising the next version of the Better Practice Tool Kit and Interim Benchmarking. A series of teleconferences are being held to provide an opportunity to RIT members to have further input in to the next version of the tools.

We will be sending RIT members regular e-mail updates in the lead-up to RIT Workshop 2, expected to be held in August, which will assist in further development and implementation of performance improvement strategies.

If you have any queries regarding the BPIP, please don't hesitate to contact Frank Carlus on 9096 7795 ([frank.carlus@dhs.vic.gov.au](mailto:frank.carlus@dhs.vic.gov.au)), or Terri Preece on 9096 7696 ([terri.preece@dhs.vic.gov.au](mailto:terri.preece@dhs.vic.gov.au))



## Contributions

We are keen to hear your feedback on this bulletin and to publish your stories and contributions in future editions. These can be sent to: [aged.care@dhs.vic.gov.au](mailto:aged.care@dhs.vic.gov.au)

## Coming Events/Key Dates

**June 29: Count Us In! Café Conversation** where key project convenors and other interested people meet and share their experiences, strategies and directions for the remainder of the projects. Contact Elaine Pulleine on 9096 8327 ([elaine.pulleine@dhs.vic.gov.au](mailto:elaine.pulleine@dhs.vic.gov.au)) for further details.

**July 23-25 Information Technology in Aged Care Conference and Trade Exhibition.** An initiative of the Aged Care Industry Council. Further information and program can be downloaded from;

<http://www.agedcareassociation.com.au/content/ITAC2007RegistrationBrochure.pdf>

**July 25 & 26 2007:** The next **Aged Care Quality Improvement Seminar** will focus on clinical governance and risk management. For a seminar program and RSVP, contact Cora Castens on 9096 6964 ([cora.castens@dhs.vic.gov.au](mailto:cora.castens@dhs.vic.gov.au)).

**September - October 2007: Dementia Awareness Month.** Contact is Alzheimer's Australia Vic (AAV) 9815 7800 for further information.

**October 1 2007 International Day of the Elderly.**

**October 14 - 20 2007: Carers Week.** Contact Carers Victoria 9396 9500 for further information.