

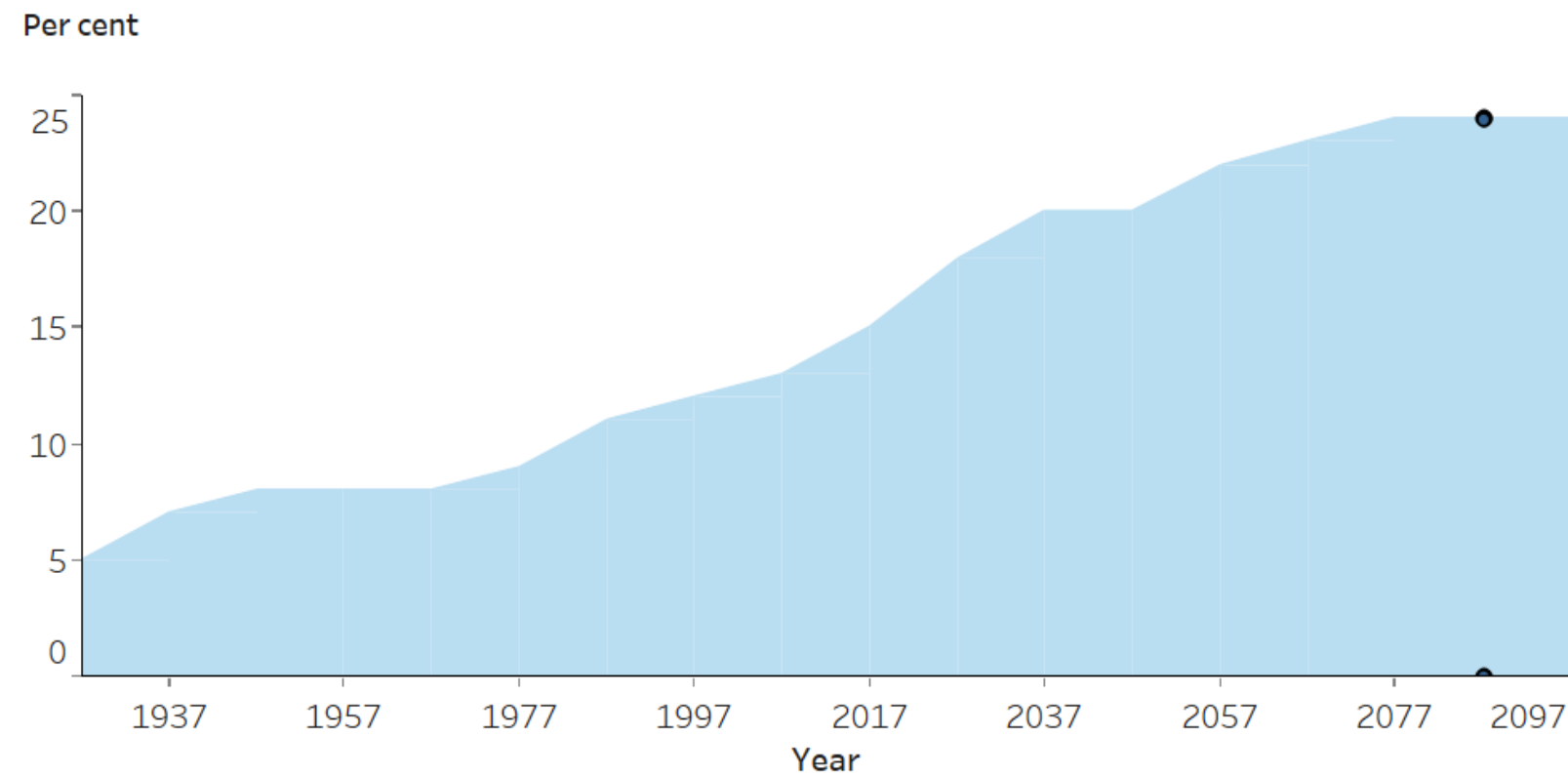
Exploring the intersect between the Aged Care Standards and palliative care

So what are standards?

- Standards are documents that set out specifications, procedures and guidelines that aim to ensure products, services, and systems are safe, consistent, and reliable .
Standards Australia
- All aged care services are expected to deliver quality care. Standards make explicit what consumers and community can expect from organisations providing Commonwealth subsidised aged care.
- Standards are part of a framework that support care provision and monitoring (Charter of Aged Care Rights; Aged Care Quality Standards; Mandatory Quality Indicator Program).

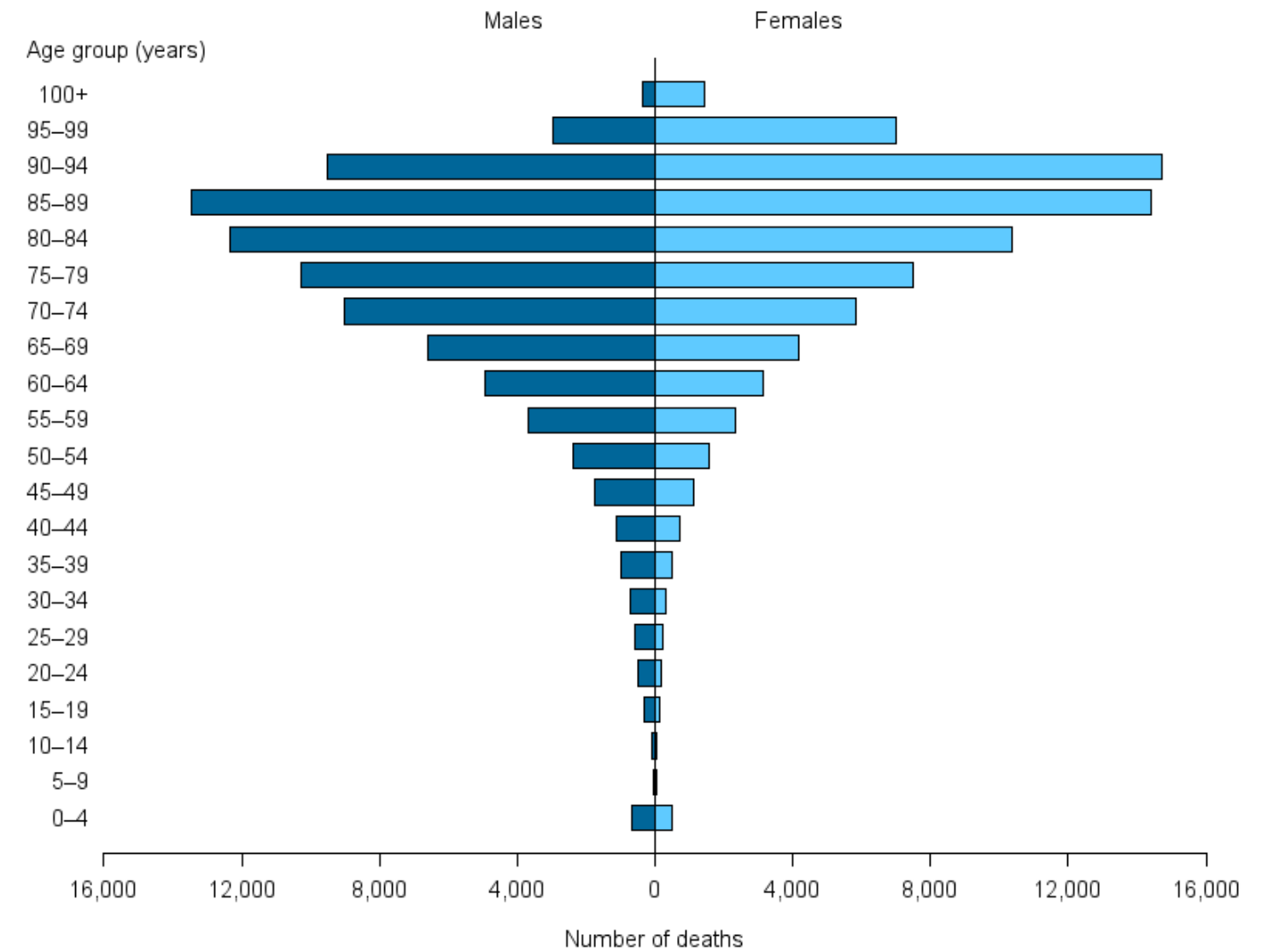
Palliative care and aged care

Figure 1: Proportion of the Australian population aged 65 and over, at 30 June, over time



Sources: ABS [1, 2].

<https://www.aihw.gov.au/reports/older-people/older-australia-at-a-glance/contents/demographics-of-older-australians/australia-s-changing-age-and-gender-profile>



Source: AIHW National Mortality Database (Table S2.1).

Aged care use by over 65s

2017-2018 Aged care services usage by over 65 year olds (1.2m)

- 7% accessed residential aged care
- 22% accessed some form of support or care at home
- 71% lived at home without accessing government-subsidised aged care services.

<https://www.aihw.gov.au/reports/australias-welfare/aged-care>

Aged care use before death

- 80% of over 65 year olds dying in 2010-2011 had used aged care in the 8 years before death
- Three-fifths were aged care clients when they died
- Just under half of the cohort began using aged care more than 4 years before their death.

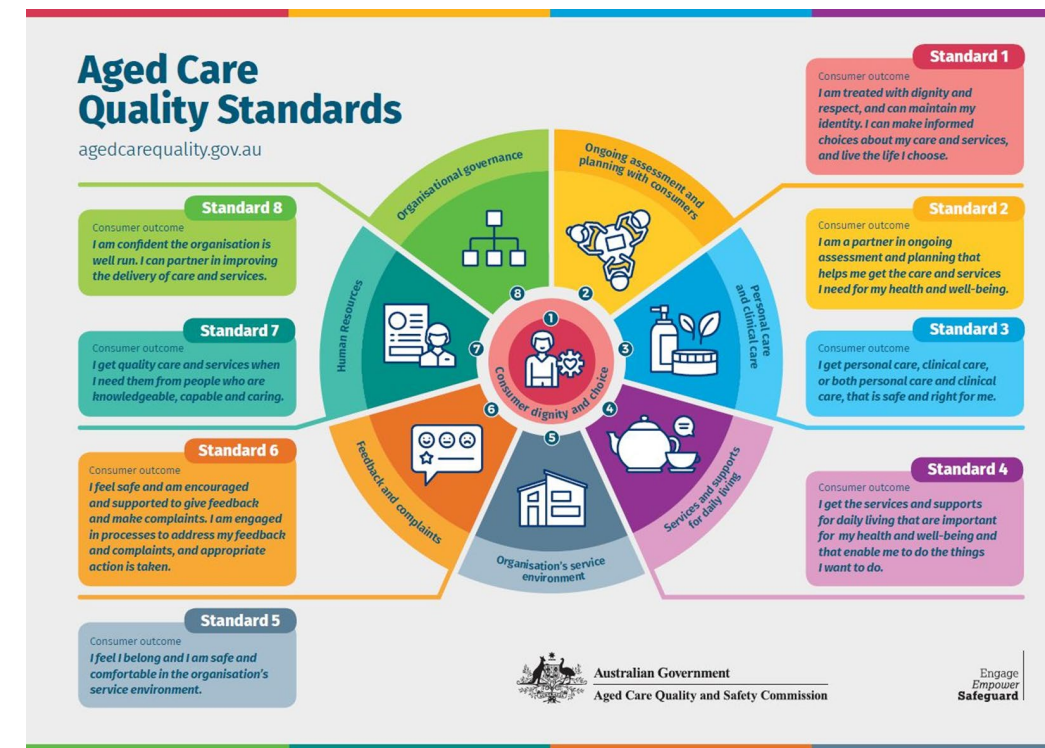
<https://www.aihw.gov.au/reports/aged-care/use-of-aged-care-services-before-death/contents/summary>

Understanding the Aged Care Standards in relation to end of life is critical

Aged care is broader than palliative care and care at the end of life. Standards are equally broad with consumer choice and dignity as core. Palliative care only explicitly in Standard 3 but standards apply to all care in aged care including care for people with palliative care needs and end of life.

palliAGED In Focus

Evidence and community lens on pressing palliative care and aged care topics. Highlighting our role and resources that can support the sector. Each of 8 standards featured in a dedicated *palliAGED InFocus* edition Available at www.palliaged.com.au



National Palliative Care Standards
5th Edition - 2018

Overview

Standard 1	Initial and ongoing assessment incorporates the person's physical, psychological, cultural, social and spiritual experiences and needs.
Standard 2	The person, their family and carers work in partnership with the team to communicate, plan, set goals of care and support informed decisions about the care plan.
Standard 3	The person's family and carers needs are assessed and directly inform provision of appropriate support and guidance about their role.
Standard 4	The provision of care is based on the assessed needs of the person, informed by evidence and is consistent with the values, goals and preferences of the person as documented in their care plan.
Standard 5	Care is integrated across the person's experience to ensure seamless transitions within and between services.
Standard 6	Families and carers have access to bereavement support services and are provided with information about loss and grief.
Standard 7	The service has a philosophy, values, culture, structure and environment that supports the delivery of person-centred palliative care and end-of-life care.
Standard 8	Services are engaged in quality improvement and research to improve service provision and development.
Standard 9	Staff and volunteers are appropriately qualified, are engaged in continuing professional development and are supported in their roles.



Standard 1 - Consumer Dignity & Choice

Dignity includes maintaining identity and control to the extent possible. Physical and psychosocial care can help the person to focus on what matters to them.



- Advance care planning
- Spiritual care
- Person centred care
- Diversity
- Dignity and Quality of Life



"I am treated with dignity and respect and can maintain my identity.

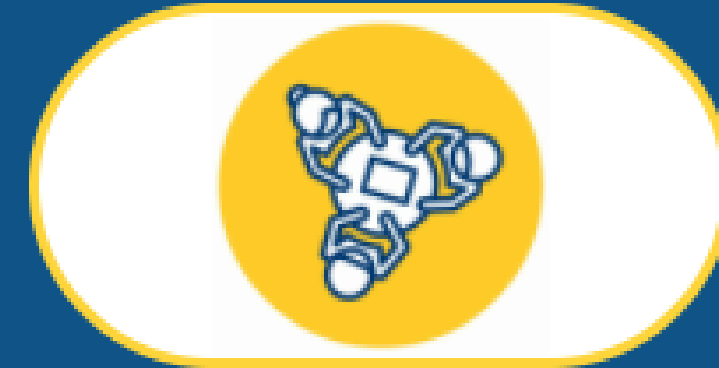
I can make informed choices about my care and services, and the life I choose to live".

Standard 2 - Ongoing assessment and planning with consumers

Recognising end of life and identifying palliative care needs can ensure that the right mix of care is available and that the person's voice is heard in planning care.

In practice.....

- Advance care planning
- Communication
- Referral
- Needs Assessment



"I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being."

Standard 3 - Personal & clinical care

Standard 3 explicitly states the need to address end-of-life care in Requirement (3) (c). It emphasises that dying and death are not just a biological or medical event, but are part of each individual's human experience.

In practice.....



- Advance care planning
- Case conferences
- Referral
- Specific needs
- Symptoms and medicines



Standard 4 - Services & support for daily living

Maintaining function and independence, autonomy and dignity are all important to older people even in the end of life context.

In practice.....

- Advance care planning
- Referral
- Dignity and Quality of Life
- Environmental Modifications
- Social supports



"I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do."

Standard 5 – Organisation's service environment

In the last year of life people are still living. An environment where they feel safe and confident and have space and facilities that provide for their needs and enables involvement of friends and family is important.

In practice.....

- Environmental modification
- helping the person access a garden
- access to a window to see the world outside
- a well cleaned and welcoming room for visits, or
- providing space for religious, cultural or spiritual practices.




Standard 6 - Feedback & complaints

In the last year of life the person and their family can provide critical feedback on what matters and what makes a difference.



- Advocacy
- Dignity
- Elder abuse
- Diversity



"I feel safe and am encouraged and supported to give feedback and make complaints.

I am engaged in processes to address my feedback and complaints and appropriate action is taken."

Standard 7 - Human resources

Older people who are coming to the end of their life require sensitive, supportive, and skilled care. A number of people may be involved of providing care depending on the person's individual needs so coordination of care is important.



- Education & Training
- Communication
- Recognition of needs
- Self-care



Standard 8 - Organisational governance

Quality care at the end of life is important in the last months and weeks of life as well as during the period when the person is dying. Good governance processes are critical in ensuring that there is a respectful culture, good clinical practices, and appropriate accountability.

In practice.....

- Advocacy
- Care co-ordination
- Dignity and Quality of life
- Elder abuse



Palliative Care and Aged Care Standards

- To learn more and access additional resources that address the Aged Care Standards in the palliative care context, visit the [palliAGED In Focus Standards](#) series



Aged Care Standard 1 and Palliative Care

Assessing and planning the palliative care needs of older people

Enabling best practice personal and clinical care at the end of life

Standard 1: Consumer Dignity and Choice

Standard 2: Ongoing assessment and planning with consumers

Standard 3: Personal Care and Clinical Care

Consumer outcome statement for Standard 3

Advance Care Planning

Case Conferences