

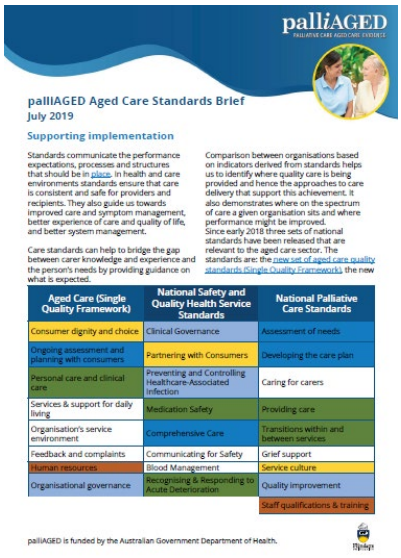
Addressing the New Aged Care Quality Standards

From 1 July 2019, all organisations providing aged care services in Australia need to comply with the new Quality Standards. All organisations will need to be able to demonstrate their performance against these standards. To support the aged care sector in meeting the standards, palliAGED will outline evidence-based resources and tools supporting care at the end of life in our special In Focus article series.

The quality standards

Standards provide a statement of the expected level of care that someone can expect from an organisation providing a good or a service. They provide the basis against which an organisation's performance can be assessed.

Australia's population is diverse and the values and needs of those receiving aged care is also shaped by their personal characteristics, experiences, values and beliefs. The aged care reform process has highlighted the need for a strong consumer focus and this is reflected in the new quality standards.



palliAGED

palliAGED Aged Care Standards Brief
July 2019

Supporting implementation

Standards communicate the performance expectations, processes and structures that should be in place. In health and care environments standards ensure that care is consistent and safe for providers and recipients. They also guide us towards improved care and symptom management, better experience of care and quality of life, and better system management.

Care standards can help to bridge the gap between carer knowledge and experience and the person's needs by providing guidance on what is expected.

Comparison between organisations based on indicators derived from standards helps us to identify where quality care is being provided and hence the approaches to care delivery that support this achievement. It also demonstrates where on the spectrum of care a given organisation sits and where performance might be improved.
Since early 2018 three sets of national standards have been released that are relevant to the aged care sector. The standards are: the new set of aged care quality standards (Single Quality Framework), the new

Aged Care (Single Quality Framework)	National Safety and Quality Health Service Standards	National Palliative Care Standards
Consumer dignity and choice	Clinical Governance	Assessment of needs
Ongoing assessment and planning with consumers	Partnering with Consumers	Developing the care plan
Personal care and clinical care	Preventing and Controlling Healthcare-Associated Infection	Caring for carers
Services & support for daily living	Medication Safety	Providing care
Organisation's service environment	Comprehensive Care	Transitions within and between services
Feedback and complaints	Communicating for Safety	Grief support
Human resources	Blood Management	Service culture
Organisational governance	Recognising & Responding to Acute Deterioration	Quality improvement
		Staff qualifications & training

palliAGED is funded by the Australian Government Department of Health.

Download our brief on aged care standards (378kb pdf)

A single Quality Framework now drives care within this sector.

This framework includes:

- a single set of quality standards (309kb pdf) for all aged care services
- assessment arrangements for assessing provider performance against quality standards
- a single Charter of Aged Care Rights for all aged care recipients.

Palliative care and quality standards

Australia's population is ageing. While we have been very successful at helping people live long and healthy lives, there are also more people dying. Most deaths occur in people over 70 years older and many of these people have some type of involvement with aged care.

Palliative care needs to be considered against all of the quality standards and the quality processes. Each standard has three components: outcomes for the consumer; expectations for the organisation; and organisational requirements to demonstrate that the standard has been met.

Three standards are particularly pertinent to consumer planning, choice and clinical care.

Remember:

Each consumer outcome starts with an **'I'** statement, reminding us that the older person's viewpoint is paramount.



Standard 1: Consumer dignity and choice



Standard 2: Ongoing assessment and planning with consumers



Standard 3: Personal care and clinical care

Source: Aged Care Quality and Safety Commission website www.agedcarequality.gov.au The use of these images does not constitute an endorsement by the Aged Care Aged Care Quality and Safety Commission of palliAGED activities.

Aged Care Royal Commission

The Perth hearing of the Aged Care Royal Commission (24-28 June) inquired into the nature of person-centred care, advance care planning and palliative care services. The evidence highlighted the need to consider palliative care within aged care to ensure that older Australians receive quality care at the end of their life.

> The most important aspects of appropriate palliative care in aged care is "adapting the care to the individual and the family and keeping the resident at the centre of that care"
>
> Joshua Cohen, Nurse Practitioner
> Aged Care Royal Commission Hearings, P-2826



Following the Aged Care Royal Commission hearing in Perth, CareSearch Project Director Professor Jennifer Tieman explores some of the issues in ensuring there is holistic care for older Australians approaching their end of life. Read her blog.

palliAGED, palliative care and quality standards

palliAGED has information, resources and learning to support palliative care in aged care. We will map specific palliAGED resources to each of Standards 1-3 in the coming weeks. For each of Standards 1-3 we will explore how palliative care and end of life issues could influence the consumer's care experience and outcome as well as look at how the workforce and organisations can use resources to support their work, approaches and documentation.

Below are some of the palliative care resources already helping the aged care sector:

- Australian Context
- Evidence Summaries
- Practice Tip Sheets
- Symptoms and Medicines
- palliAGED apps
- Population Groups/Specific Needs

Practical Point

Think about how the Quality Standards could apply to an aged care recipient who you think could be in the last year of life as well as those who have been identified as having palliative care needs.

Page created 04 July 2019