



St Vincent's Care Services

Serving, Seeing, Striving

Welcome to the Serving, Seeing, Striving Newsletter

With Easter already behind us, it seems the months of 2019 are flying by. I hope you and your loved ones had a blessed and restful Easter – it is a time for renewal and reflection, and is a time of year our residents and clients particularly enjoy. In this edition, we feature a snapshot of just some of the wonderful activities that took place over Easter at some of our facilities.

The theme of renewal will continue over the coming months, as we look towards the implementation of the new Single Aged Care Quality Framework from 1 July 2019. The single quality framework brings together a number of areas of the aged care system that have previously worked in isolation, and is designed to give aged care residents and clients more power to influence the quality of aged care services. Possibly the most important part of the new framework is the new Aged Care

Quality Standards. The new Standards are set to revolutionise the way aged care is assessed and delivered, and in this edition of the newsletter we give you some more detail on what this will mean for our residents, clients and families, and what action St Vincent's Care Services is taking in preparation for the new Standards.

Also in this edition, we introduce you to Paul Cooper, our new Consumer Representative. As the son of one of our residents, Paul's role sees him act as a resident advocate in our Clinical Governance staff meetings, further strengthening our commitment to ensuring the care we deliver is in line with the needs and preferences of our residents and clients.

Take care,

Lincoln Hopper
CEO | St Vincent's Care Services



**ST VINCENT'S
CARE SERVICES**

A SERVICE OF ST VINCENT'S HEALTH AUSTRALIA

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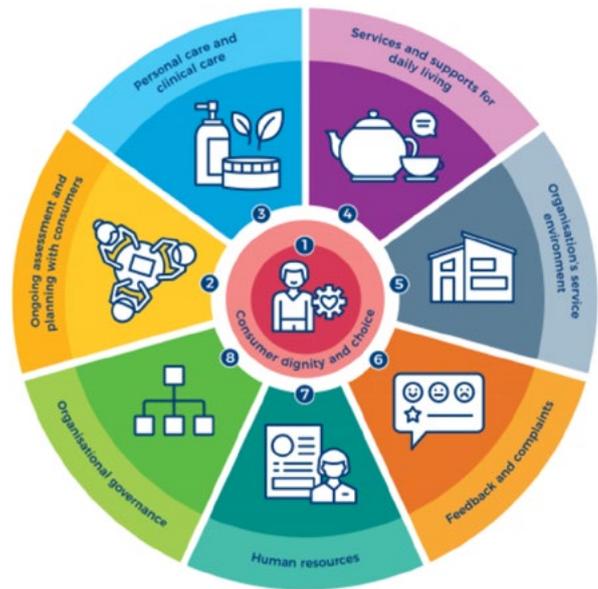
Preparing for the new Single Aged Care Quality Framework

From 1 July 2019, the nature of how aged care services will be assessed will change, with the implementation of the Single Aged Care Quality Framework.

Central to the single quality framework is the new Aged Care Quality Standards, which apply to all forms of aged care, and replace the existing separate standards for each type of care service.

The eight new Aged Care Quality Standards focus on ensuring the delivery of quality outcomes for consumers (residents and clients), rather than solely examining provider processes.

Each standard is expressed in three ways: a statement of outcome for the resident/client, a statement of expectation for the organisation, and organisational requirements to demonstrate the standard has been met. This allows for flexibility in how the outcomes are delivered and met, encouraging true person-centred care.



As shown in the diagram, each of the eight standards focus on a specific aspect of aged care, but Standard 1 – consumer dignity and choice, holds particular importance, as dignity and choice is the central theme for all seven other standards.

In preparation for the implementation of the new Standards, to reflect the greater focus on ensuring consumer input and partnership, and as part of our continuous improvement plan, St Vincent's Care Services has devoted significant resources to develop and implement new policies, tools and education programs.

Policies

Consumer dignity, choice and respect: outlining how staff should work with residents and clients to ensure their dignity and respect is always upheld, and their ability to make choices maximised.

Dignity of risk: guidelines on how to work with residents and clients to exercise their right to take risks, whilst providing them with relevant information and safety precautions.

Open disclosure: actively encouraging feedback from residents/clients and their representatives, and working together to resolve complaints using this feedback to improve care and services.

Anti-microbial stewardship: enhancing our existing effective infection control practices,

and minimising the use of antibiotics to maximise resident health.

Restraint minimisation: ensuring that any use of restraint is risk assessed and is done in partnership with the resident/client and their representatives.

New tools

Risk enablement tool: enables staff to work in partnership with consumers to empower them to take risks where they choose, whilst minimising risk of injury.

Care plan consultation: planning care and support in partnership with the consumer.

Auditing tools: specifically used to inform if the care and services we provide are to the consumer's satisfaction and are aligned with the new Standards.

Staff education

Each facility has received comprehensive education from one of the aged care peak bodies with a focus on implementing the new Standards.

We encourage residents/clients and their representatives to discuss these new initiatives and the new Standards with staff, and to work with us to ensure we continuously improve our services.

If you have not yet been consulted, please speak to your Facility Manager or Care Co-ordinator. Your feedback and input is vital in ensuring the services and care we provide

to our residents is of the highest quality and meets the needs and preferences of those who matter most – our residents and clients.

If you would like to read the whole article on the Single Aged Care Quality Framework and St Vincent's Care Services go to www.svcs.org.au/news/news/preparing-single-aged-care-quality-framework

Interview with Paul Cooper, Consumer Representative in St Vincent's Care Services Clinical Governance Meetings

The SVCS Clinical Governance Committee has recently welcomed Paul Cooper as the Consumer Representative. Paul's mother is a resident of SVCS Mitchelton and he has a diverse background working with various non-clinical and clinical boards. Since retiring from accounting in 2011, Paul has been actively involved in manufacturing and engineering businesses and is the Chair of the Australian Advanced Manufacturing and Growth Centre. In the clinical space, he serves on the board of Children's Health Queensland and is Chairman of the Queensland Health, Audit, Risk and Finance Committee. The Marketing and Communications team sat down with Paul to discuss his role as a Consumer Representative, and what that means for SVCS.

Why did you nominate to become a Consumer Representative?

Initially, I didn't realise there was a forum for a Consumer Representative. But following Mitchelton being sanctioned, I took more of an interest... in what was happening and probably with my governance hat on from other health services, I felt I could make a contribution. And attending a couple of the residents and family meetings, I put my hand up and made an offer to say that if there is an opportunity to assist in the governance aspect of it (not being from a clinical background) that I might be able to help. And that was taken up.



Tell us more about your role as a Consumer Representative.

I would be very careful to say that it's not about looking after my mum's care in her facility. Your Consumer Representative is to look at... the entire organisation, across the entire service offering, across Australia. It's to bring a consumer view to the decisions that are being made; and as the organisation continues to mature then I can provide input into how this is going to work, and ask the questions. Now I'm not here to talk about whether my mum's soup is too hot or her tea's too cold. Those types of single data points aren't useful in discussing how to improve the care overall. And the questioning that I provide at the meetings is not around those types of issues, it's around the higher level issues.

What kind of changes do you believe the Clinical Governance Committee can bring?

A lot of that is some of the cross pollination of ideas, which I'm seeing already. I saw some fantastic stories today (in a multi-facility SVCS Clinical Governance staff meeting) about some improvements that were made in some particular facilities that haven't quite been achieved in others. And there was ideas that were passed across the table and across the videoconference around Australia where good things can be

shared, and good things can be implemented. Bringing all of those centres together into a single environment is very useful. And I'm seeing it already. I'm seeing great stories about reduction in physical and chemical restraints, improvement in care, improvement in feeding and (food) texture control. That is something that can only be achieved by bringing people together and... that's where the benefit is in having a particular forum like this.

What advice would you give to someone considering becoming a Consumer Representative?

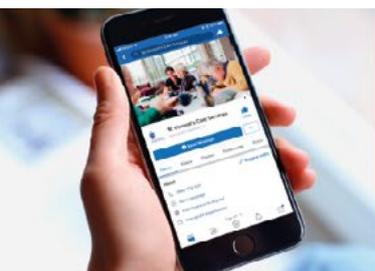
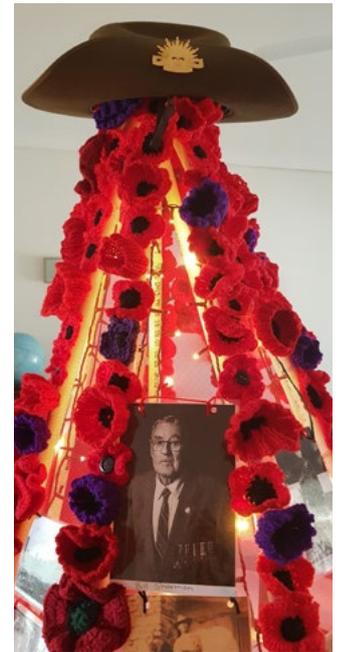
Look at the big picture. Ensure that you bring the context of your loved one to the meeting, but ensure that any questions are in the context of the broader care of all residents across the whole of Australia. It is rewarding, it is challenging, and if you do come on board then ensure that you're well prepared, well read, understand what's going forward. If you're not coming from a clinical background, ask for additional papers on those particular areas or research them yourself. Come along as an informed representative and provide feedback to the group and input to the group with the context of your loved one, but in that broader setting.

This article features a shortened version of the interview, to read the whole interview please go to: <https://www.svcs.org.au/news/news/introducing-paul-cooper-consumer-representative>

If you are interested in joining the Clinical Governance Meetings as a Consumer Representative, please request an application form from Julie Dymock, Acting National Manager of Clinical Governance, Quality and Risk: julie.dymock@svha.org.au. Please note, there are limited positions available for Consumer Representatives.

In other news... ANZAC Day at St Vincent's Care Services

Residents at all St Vincent's Care Services facilities have been spending the past few weeks preparing for Easter celebrations and ANZAC Day events. Residents at **St Vincent's Care Services Mitchelton** have been particularly busy for their tribute for ANZAC Day, knitting and crocheting hundreds of red poppies which adorned a 2 metre high tree, also featuring photos of loved ones who have served in the armed forces.



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