

**POCKET GUIDE TO THE ACCREDITATION STANDARDS**



**Australian Government**

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**Australian Aged Care Quality Agency**

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## Introduction

Providers of residential aged care have responsibilities to provide care and services to meet care recipient needs in accordance with the Accreditation Standards as set out in the Quality of care Principles.

This pocket guide provides a handy reference for information about the Standards, the expected outcomes of the Standards and the Principle of each Standard. It also provides notes about the focus of each expected outcome and some key considerations in exploring performance against each expected outcome.

the considerations are based on the *Results and processes guide* available from our website.

Further information may be obtained by visiting the [Quality Agency website](#).

## Contents

<b>Introduction</b> .....	<b>2</b>
<b>Standard one: Management systems, staffing and organisational development</b> .....	<b>5</b>
1.1 Continuous improvement - Expected outcome .....	5
1.2 Regulatory compliance - Expected outcome .....	6
1.3 Education and staff development - Expected outcome.....	6
1.4 Comments and complaints - Expected outcome .....	6
1.5 Planning and leadership - Expected outcome.....	7
1.6 Human resource management - Expected outcome .....	7
1.7 Inventory and equipment - Expected outcome .....	8
1.8 Information systems - Expected outcome .....	8
1.9 External services - Expected outcome.....	9
<b>Standard Two: Health and personal care</b> .....	<b>10</b>
2.1 Continuous improvement - Expected outcome .....	10
2.2 Regulatory compliance - Expected outcome .....	10
2.3 Education and staff development - Expected outcome.....	11
2.4 Clinical care - Expected outcome .....	11
2.5 Specialised nursing care needs - Expected outcome .....	11
2.6 Other health and related services - Expected outcome.....	12
2.7 Medication management - Expected outcome.....	12
2.8 Pain management - Expected outcome .....	13
2.9 Palliative care - Expected outcome .....	13
2.10 Nutrition and hydration - Expected outcome .....	13
2.11 Skin care - Expected outcome .....	13
2.12 Continence management - Expected outcome.....	14
2.13 Behavioural management - Expected outcome.....	14
2.14 Mobility, dexterity and rehabilitation - Expected outcome.....	14
2.15 Oral and dental care - Expected outcome.....	15
2.16 Sensory loss - Expected outcome.....	15
2.17 Sleep - Expected outcome.....	15
<b>Standard Three: Care recipient lifestyle</b> .....	<b>16</b>
3.1 Continuous improvement - Expected outcome .....	16
3.2 Regulatory compliance - Expected outcome .....	16
3.3 Education and staff development - Expected outcome.....	17
3.4 Emotional support - Expected outcome .....	17
3.5 Independence - Expected outcome .....	18
3.6 Privacy and dignity - Expected outcome .....	18
3.7 Leisure interests and activities - Expected outcome.....	18
3.8 Cultural and spiritual life - Expected outcome.....	19
3.9 Choice and decision-making - Expected outcome .....	19
3.10 Care recipient security of tenure and responsibilities - Expected outcome.....	19
<b>Standard Four: Physical environment and safe systems</b> .....	<b>21</b>
4.1 Continuous improvement - Expected outcome .....	21
4.2 Regulatory compliance - Expected outcome .....	21
4.3 Education and staff development - Expected outcome.....	22

4.4 Living environment - Expected outcome .....	22
4.5 Occupational health and safety - Expected outcome .....	23
4.6 Fire, security and other emergencies - Expected outcome .....	23
4.7 Infection control - Expected outcome.....	24
4.8 Catering, cleaning and laundry services - Expected outcome.....	24

## Standard one: Management systems, staffing and organisational development



### Intention:

This standard is intended to enhance the quality of performance under all Accreditation Standards, and should not be regarded as an end in itself. It provides opportunities for improvement in all aspects of service delivery and is pivotal to the achievement of overall quality.

### Principle:

Within the philosophy and level of care offered in the residential care service, management systems are responsive to the needs of care recipients, their representatives, staff and stakeholders, and the changing environment in which the service operates.

### 1.1 Continuous improvement - Expected outcome

This expected outcome requires that:

**The organisation actively pursues continuous improvement.**

The focus of this expected outcome is 'results'.

### Results

- There are recent examples of improvement activities related to the systematic evaluation of, and feedback from, the services the home provides.
- Management demonstrates that results show improvements across the Accreditation Standards and in particular in management systems, staffing and organisational development. This includes responsiveness to the needs of care recipients/ representatives and other stakeholders.
- Staff and care recipients are encouraged to contribute to the home's pursuit of continuous improvement, across the Accreditation Standards, in particular in relation to Standard One.

**Note:** *A home need not demonstrate improvement in each expected outcome but should be able to show that performance in each expected outcome is known and monitored.*

## 1.2 Regulatory compliance - Expected outcome

This expected outcome requires that:

**The organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines.**

The focus of this expected outcome is '**processes and systems**'.

### Results

- The home has a system for identifying relevant legislation, regulations and guidelines, and for monitoring compliance with these in relation to the Accreditation Standards, and specifically in Standard One.
- Management demonstrates the effectiveness of the system through examples of changes (if any) which have been recently implemented in any Accreditation Standard, and specifically in Standard One.
- Management demonstrates its compliance with other legislation and regulations, including through results of monitoring activities including other regulatory authority reports or independent expert reports in relation to the Accreditation Standards, and specifically in Standard One.
- There is a system in place to ensure care recipients and their representatives are informed of accreditation audits.
- There is a system in place to ensure all relevant individuals whether supervised or unsupervised have undergone criminal record checks in accordance with regulatory requirements and guidelines.

## 1.3 Education and staff development - Expected outcome

This expected outcome requires that:

**Management and staff have appropriate knowledge and skills to perform their roles effectively.**

The focus of this expected outcome is '**results**'.

### Results

- Management demonstrates management and staff have the knowledge and skills required for effective performance in relation to the Accreditation Standards, and in particular, in relation to management systems, staffing and organisational development.
- The performance of the home against other expected outcomes of the Accreditation Standards and in particular in Standard One is satisfactory.

## 1.4 Comments and complaints - Expected outcome

This expected outcome requires that:

**Each care recipient (or his or her representative) and other interested parties have access to internal and external complaints mechanisms.**

The focus of this expected outcome is **'results for care recipients'**.

### **Results**

- The home has a comments and complaints mechanism that is accessible to care recipients/representatives and other interested parties and also makes available external complaints mechanisms.
- All care recipients/representatives and others report they are aware of internal and external complaints processes and how to use them.
- Care recipients/representatives and others are satisfied they have access to the complaints processes without fear of retribution.
- Management demonstrates it monitors the effectiveness of the comments and complaints mechanism.

### **1.5 Planning and leadership - Expected outcome**

This expected outcome requires that:

**The organisation has documented the residential care service's vision, values, philosophy, objectives and commitment to quality throughout the service.**

The focus of this expected outcome is **'results'**.

### **Results**

- Management has consistently documented the home's vision, values, philosophy and objectives.
- Management has consistently documented the home's commitment to quality throughout the home.
- All such documents have consistent content.

### **1.6 Human resource management - Expected outcome**

This expected outcome requires that:

**There are appropriately skilled and qualified staff sufficient to ensure that services are delivered in accordance with these standards and the residential care service's philosophy and objectives.**

The focus of this expected outcome is **'results'**.

### **Results**

- Management demonstrates the numbers and types of staff are appropriate to ensure services are delivered in accordance with the Accreditation Standards and the home's philosophy and objectives.
- Management demonstrates it has a system to ensure identified types and numbers of staff are maintained at all times, including replacements for leave and absentees.

- Management and staff confirm the adequacy of the number of staff at the home.
- Management, staff, care recipients and representatives confirm the adequacy of staff skills at the home.
- Care recipients and representatives are satisfied with the responsiveness of staff and adequacy of care.
- Management has a mechanism to review staff numbers and skill mixes in relation to changes in the mix of care recipient needs and preferences.

### **1.7 Inventory and equipment - Expected outcome**

This expected outcome requires that:

**Stocks of appropriate goods and equipment for quality service delivery are available.**

The focus of this expected outcome is '**results**'.

#### **Results**

- Management demonstrates it has suitable goods and equipment appropriate for the delivery of services.
- Care recipients/representatives confirm appropriate goods and equipment are provided by the home and are available for the delivery of services to meet care recipients' needs.
- The home has evidence of the safety, working order and useability of appropriate goods and equipment.

### **1.8 Information systems - Expected outcome**

This expected outcome requires that:

**Effective information management systems are in place.**

The focus of this expected outcome is '**results**'.

#### **Results**

- All stakeholders as appropriate have access to current information on the processes and general activities and events of the home.
- Management and staff have access to accurate and appropriate information to help them perform their roles including in relation to management systems, health and personal care, lifestyle, and the maintenance of a safe environment.
- Care recipients/representatives have access to information appropriate to their needs to assist them make decisions about care and lifestyle needs.
- Information is stored appropriately for its purpose and in accordance with any legislative requirements. Information is retrievable in a timely manner suitable for its use. Confidential material is stored securely.

## 1.9 External services - Expected outcome

This expected outcome requires that:

**All externally sourced services are provided in a way that meets the residential care service's needs and service quality goals.**

The focus of this expected outcome is '**results**'.

### Results

- Management demonstrates external services are provided at a standard that meets the home's needs and quality goals, and therefore care recipients' needs.
- Care recipients/representatives and staff confirm where appropriate their satisfaction with externally-sourced services.
- The home's performance against related expected outcomes indicates a satisfactory standard of service by external providers.

## Standard Two: Health and personal care



### Principle:

Care recipients' physical and mental health will be promoted and achieved at the optimum level in partnership between each care recipient (or his or her representative) and the health care team.

### 2.1 Continuous improvement - Expected outcome

This expected outcome requires that:

**The organisation actively pursues continuous improvement.**

The focus of this expected outcome is 'results'.

### Results

- There are recent examples of improvement activities related to the systematic evaluation of, and feedback from, the services the home provides.
- Management demonstrates that results show improvements in health and personal care. This includes responsiveness to the needs of care recipients/representatives and other stakeholders.
- Staff and care recipients are encouraged to contribute to the home's pursuit of continuous improvement in relation to Standard Two.

**Note:** *A home need not demonstrate improvement in each expected outcome but should be able to show that performance in each expected outcome is known and monitored.*

### 2.2 Regulatory compliance - Expected outcome

This expected outcome requires that:

**The organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards, and guidelines, about health and personal care.**

The focus of this expected outcome is 'processes and systems'.

## Results

- The home has a system for identifying relevant legislation, regulations and guidelines, and for monitoring compliance with these in relation to Standard Two.
- Management demonstrates the effectiveness of the system through examples of changes (if any) which have been recently implemented in relation to Standard Two.
- Management demonstrates its compliance with other legislation and regulations, including through results of monitoring activities including other regulatory authority reports or independent expert reports in relation to Standard Two.

### 2.3 Education and staff development - Expected outcome

This expected outcome requires that:

**Management and staff have appropriate knowledge and skills to perform their roles effectively.**

The focus of this expected outcome is 'results'.

## Results

- Management demonstrates management and staff have the knowledge and skills required for effective performance in relation to health and personal care.
- The performance of the home against other expected outcomes in Standard Two is satisfactory.

### 2.4 Clinical care - Expected outcome

This expected outcome requires that:

**Care recipients receive appropriate clinical care.**

The focus of this expected outcome is 'results for care recipients'.

## Results

- Management demonstrates care recipients receive the care which is appropriate to their needs and preferences.
- Care recipients/representatives confirm the appropriateness of the care they receive according to their needs and preferences.
- The performance of the home corresponds with the achievement of other expected outcomes in Standard two.

### 2.5 Specialised nursing care needs - Expected outcome

This expected outcome requires that:

**Care recipients' specialised nursing care needs are identified and met by appropriately qualified nursing staff.**

The focus of this expected outcome is 'results for care recipients'.

## Results

- Management demonstrates care recipients' specialised nursing care needs are identified and met by appropriately qualified staff.
- Assessed needs for specialised nursing care are met in the prescribed manner pertaining to clinical requirements.
- Care recipients/representatives confirm the appropriateness of the specialised care they receive according to needs and preferences.

## 2.6 Other health and related services - Expected outcome

This expected outcome requires that:

**Care recipients are referred to appropriate health specialists in accordance with the care recipient's needs and preferences.**

The focus of this expected outcome is '**results for care recipients**'.

## Results

- Referrals are arranged for appropriate health specialists in accordance with assessed needs and preferences.
- Management can demonstrate care recipients are promptly referred to specialists as needed and as preferred.
- Care recipients/representatives confirm care recipients are referred to appropriate specialists as needed and as preferred.

## 2.7 Medication management - Expected outcome

This expected outcome requires that:

**Care recipients' medication is managed safely and correctly.**

The focus of this expected outcome is '**results for care recipients**'.

## Results

- Management demonstrates care recipients' medication is managed safely and correctly.
- Management can demonstrate staff compliance with the medication management system.
- Management can demonstrate the medication management system is safe, according to relevant legislation, regulatory requirements, professional standards and guidelines.
- Care recipients/representatives confirm they are satisfied that medication is managed safely and correctly.

## 2.8 Pain management - Expected outcome

This expected outcome requires that:

**All care recipients are as free as possible from pain.**

The focus of this expected outcome is '**results for care recipients**'.

### Results

- Management demonstrates its pain management approach ensures all care recipients are as free as possible from pain.
- Care recipients/representatives confirm they are satisfied with how care recipients' pain is managed.

## 2.9 Palliative care - Expected outcome

This expected outcome requires that:

**The comfort and dignity of terminally ill care recipients is maintained.**

The focus of this expected outcome is '**results for care recipients**'.

### Results

- Management demonstrates practices of the home maintain the comfort and dignity of terminally ill care recipients.
- Care recipients/representatives confirm the home's practices maintain terminally-ill care recipients' comfort and dignity.

## 2.10 Nutrition and hydration - Expected outcome

This expected outcome requires that:

**Care recipients receive adequate nourishment and hydration.**

The focus of this expected outcome is '**results for care recipients**'.

### Results

- Management demonstrates its care recipients receive adequate nutrition and hydration.
- Care recipients/representatives confirm they are satisfied with the home's approach to meeting care recipients' nutrition, hydration and associated support needs.

## 2.11 Skin care - Expected outcome

This expected outcome requires that:

**Care recipients' skin integrity is consistent with their general health.**

The focus of this expected outcome is '**results for care recipients**'.

## Results

- Management demonstrates its practices maintain care recipients' skin integrity consistent with their general health.
- Care recipients/representatives confirm they are satisfied with the care provided in relation to care recipients' skin integrity.

### 2.12 Continence management - Expected outcome

This expected outcome requires that:

**Care recipients' continence is managed effectively.**

The focus of this expected outcome is 'results for care recipients'.

## Results

- Management demonstrates the home's continence management practices are effective in meeting care recipients' needs.
- Care recipients/representatives confirm care recipients' continence needs are being met.

### 2.13 Behavioural management - Expected outcome

This expected outcome requires that:

**The needs of care recipients with challenging behaviours are managed effectively.**

The focus of this expected outcome is 'results for care recipients'.

## Results

- Management demonstrates its approach to behavioural management is effective in meeting care recipients' needs.
- Care recipients/representatives confirm they are satisfied with the home's approach to managing the causes which prompt challenging behaviours.

### 2.14 Mobility, dexterity and rehabilitation - Expected outcome

This expected outcome requires that:

**Optimum levels of mobility and dexterity are achieved for all care recipients.**

The focus of this expected outcome is 'results for care recipients'.

## Results

- Management demonstrates each care recipient's level of mobility and dexterity is optimised.
- Care recipients/representatives confirm they are satisfied with the home's approach to optimising care recipients' mobility and dexterity.

## 2.15 Oral and dental care - Expected outcome

This expected outcome requires that:

**Care recipients' oral and dental health is maintained.**

The focus of this expected outcome is '**results for care recipients**'.

### Results

- Management demonstrates care recipients' oral and dental health is maintained.
- Care recipients/representatives confirm they are satisfied with the home's approach to managing care recipients' oral and dental care.

## 2.16 Sensory loss - Expected outcome

This expected outcome requires that:

**Care recipients' sensory losses are identified and managed effectively.**

The focus of this expected outcome is '**results for care recipients**'.

### Results

- Management demonstrates its approach to care recipients' sensory losses is effective in identifying and managing care recipients' needs.
- Advice from care recipients/representatives confirms they are satisfied with the home's approach to managing care recipients' sensory losses.

## 2.17 Sleep - Expected outcome

This expected outcome requires that:

**Care recipients are able to achieve natural sleep patterns.**

The focus of this expected outcome is '**results for care recipients**'.

### Results

- Management demonstrates its practices enable care recipients to achieve natural sleep patterns.
- Care recipients/representatives confirm care recipients are able to achieve natural sleep patterns.

## Standard Three: Care recipient lifestyle



### Principle:

Care recipients retain their personal, civic, legal and consumer rights, and are assisted to achieve active control of their own lives within the residential care service and in the community.

### 3.1 Continuous improvement - Expected outcome

This expected outcome requires that:

**The organisation actively pursues continuous improvement.**

The focus of this expected outcome is 'results'.

### Results

- There are recent examples of improvement activities related to the systematic evaluation of, and feedback from, the services the home provides.
- Management demonstrates that results show improvements in care recipient lifestyle. This includes responsiveness to the needs of care recipients/representatives and other stakeholders.
- Staff and care recipients are encouraged to contribute to the home's pursuit of continuous improvement in relation to Standard Three.

**Note:** *A home need not demonstrate improvement in each expected outcome but should be able to show that performance in each expected outcome is known and monitored.*

### 3.2 Regulatory compliance - Expected outcome

This expected outcome requires that:

**The organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards, and guidelines, about care recipient lifestyle.**

The focus of this expected outcome is 'processes and systems'.

## Results

- The home has a system for identifying relevant legislation, regulations and guidelines, and for monitoring compliance with these in relation to Standard Three.
- Management demonstrates the effectiveness of the system through examples of changes (if any) which have been recently implemented in relation to Standard Three.
- Management demonstrates its compliance with other legislation and regulations, including through results of monitoring activities including other regulatory authority reports or independent expert reports in relation to Standard Three.
- There is a system in place to manage the reporting of assaults to the police and Department of Social Services in accordance with regulatory requirements.

### 3.3 Education and staff development - Expected outcome

This expected outcome requires that:

**Management and staff have appropriate knowledge and skills to perform their roles effectively.**

The focus of this expected outcome is 'results'.

## Results

- Management demonstrates management and staff have the knowledge and skills required for effective performance in relation to care recipient lifestyle.
- The performance of the home against other expected outcomes in Standard Three is satisfactory.

### 3.4 Emotional support - Expected outcome

This expected outcome requires that:

**Each care recipient receives support in adjusting to life in the new environment and on an ongoing basis.**

The focus of this expected outcome is 'results for care recipients'.

## Results

- Management demonstrates care recipients are supported in adjusting to the new environment.
- Management demonstrates care recipients' emotional status and needs are identified and met on an ongoing basis.
- The effects of unknown events on care recipients' emotional needs are identified and supported.
- Care recipients/representatives confirm the support provided by the home is appropriate and effective in meeting care recipients' individual needs and preferences.

### 3.5 Independence - Expected outcome

This expected outcome requires that:

**Care recipients are assisted to achieve maximum independence, maintain friendships and participate in the life of the community within and outside the residential care service.**

The focus of this expected outcome is '**results for care recipients**'.

#### Results

- Management demonstrates care recipients' achievement of maximum independence, maintenance of friendships and participation in the life of the community are appropriate to care recipients' needs and preferences.
- Care recipients/representatives confirm they are satisfied with the assistance provided by the home in relation to care recipients' independence, maintenance of friendships and participation in the life of the community within and outside the home, according to care recipients' individual needs and preferences.

### 3.6 Privacy and dignity - Expected outcome

This expected outcome requires that:

**Each care recipient's right to privacy, dignity and confidentiality is recognised and respected.**

The focus of this expected outcome is '**results for care recipients**'.

#### Results

- Management demonstrates each care recipient's privacy, dignity and confidentiality is recognised and respected.
- Care recipients/representatives confirm care recipients' privacy, dignity and confidentiality is recognised and respected in accordance with individual needs and preferences.

### 3.7 Leisure interests and activities - Expected outcome

This expected outcome requires that:

**Care recipients are encouraged and supported to participate in a wide range of interests and activities of interest to them.**

The focus of this expected outcome is '**results for care recipients**'.

#### Results

- Management demonstrates it is aware of care recipients' leisure interests and activity needs and this information provides input to leisure planning and programming.
- Management demonstrates its processes are effective in encouraging and supporting care recipients to participate in a wide range of interests and activities of interest to them.
- Care recipients/representatives confirm care recipients are supported to participate in activities and interests appropriate to their needs and preferences.

### 3.8 Cultural and spiritual life - Expected outcome

This expected outcome requires that:

**Individual interests, customs, beliefs and cultural and ethnic backgrounds are valued and fostered.**

The focus of this expected outcome is '**results for care recipients**'.

#### Results

- Management demonstrates its processes, systems and external relations are effective in valuing and fostering each individual care recipient's interests, customs, beliefs and cultural and ethnic backgrounds.
- Advice from care recipients/representatives confirm they are satisfied the home values and fosters care recipients' individual interests, customs, beliefs and cultural and ethnic backgrounds.

### 3.9 Choice and decision-making - Expected outcome

This expected outcome requires that:

**Each care recipient (or his or her representative) participates in decisions about the services the care recipient receives and is enabled to exercise choice and control over his or her lifestyle while not infringing on the rights of other people.**

The focus of this expected outcome is '**results for care recipients**'.

#### Results

- Management demonstrates the rights of each care recipient/ representative to make decisions and exercise choice and control over the care recipient's lifestyle are recognised and respected.
- Care recipients/representatives confirm their participation in decisions about the services provided to the care recipient and that they are able to exercise choice and control appropriate to the care recipient's needs and preferences.
- Care recipients/representatives confirm the choices and decisions of other care recipients/representatives do not infringe on the rights of other people.

### 3.10 Care recipient security of tenure and responsibilities - Expected outcome

This expected outcome requires that:

**Care recipients have secure tenure within the residential care service, and understand their rights and responsibilities.**

The focus of this expected outcome is '**results for care recipients**'.

#### Results

- Management demonstrates care recipients/representatives have been provided with information about security of tenure and care recipients/representatives understand their rights and responsibilities.

- Care recipients/representatives feel secure in their tenure.
- Care recipients/representatives confirm they understand their rights and responsibilities and know where this information may be accessed if required. This includes understanding what tenure or rights can be changed with and without consent.

## Standard Four: Physical environment and safe systems



### Principle:

Care recipients live in a safe and comfortable environment that ensures the quality of life and welfare of care recipients, staff and visitors.

### 4.1 Continuous improvement - Expected outcome

This expected outcome requires that:

**The organisation actively pursues continuous improvement.**

The focus of this expected outcome is 'results'.

#### Results

- There are recent examples of improvement activities related to the systematic evaluation of, and feedback from, the services the home provides.
- Management demonstrates that results show improvements in relation to the physical environment and safe systems. This includes responsiveness to the needs of care recipients/representatives and other stakeholders.
- Staff and care recipients are encouraged to contribute to the home's pursuit of continuous improvement in relation to Standard Four.

**Note:** *A home need not demonstrate improvement in each expected outcome but should be able to show that performance in each expected outcome is known and monitored.*

### 4.2 Regulatory compliance - Expected outcome

This expected outcome requires that:

**The organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards, and guidelines, about physical environment and safe systems.**

The focus of this expected outcome is 'processes and systems'.

## Results

- The home has a system for identifying relevant legislation, regulations and guidelines, and for monitoring compliance with these in relation to Standard Four.
- Management demonstrates the effectiveness of the system through examples of changes (if any) which have been recently implemented in relation to Standard Four.
- Management demonstrates its compliance with other legislation and regulations, including through results of monitoring activities including other regulatory authority reports or independent expert reports in relation to Standard Four.
- There is a system to ensure certification and other environmental requirements are met.
- The home has a food safety plan in place.

### 4.3 Education and staff development - Expected outcome

This expected outcome requires that:

**Management and staff have appropriate knowledge and skills to perform their roles effectively.**

The focus of this expected outcome is 'results'.

## Results

- Management demonstrates management and staff have the knowledge and skills required for effective performance in relation to physical environment and safe systems.
- The performance of the home against other expected outcomes in Standard Four is satisfactory.

### 4.4 Living environment - Expected outcome

This expected outcome requires that:

**Management of the residential care service is actively working to provide a safe and comfortable environment consistent with care recipients' care needs.**

The focus of this expected outcome is 'results for care recipients'.

## Results

- The home's environment reflects the safety and comfort needs of care recipients. For example:
  - safe access to clean and well-maintained communal, private, dining and outdoor areas
  - sufficient and appropriate furniture
  - comfortable internal temperatures and ventilation
  - a comfortable level of noise
  - a secure internal and external environment.

- Management can demonstrate its practices and actions to provide a safe and comfortable living environment (including care recipient safety procedures and through data) are effective.
- Staff are made aware of, and can demonstrate they observe practices which ensure the safety and comfort of care recipients.
- Care recipients/representatives confirm they are satisfied the home ensures a safe and comfortable environment according to care recipients' needs and preferences.

#### 4.5 Occupational health and safety - Expected outcome

This expected outcome requires that:

**Management is actively working to provide a safe working environment that meets regulatory requirements.**

The focus of this expected outcome is 'results'.

##### Results

- Management demonstrates it is working to provide a safe working environment that meets regulatory requirements.
- Management can demonstrate its practices and actions to provide a safe working environment (including safety procedures and through data) are effective.
- Staff are made aware of, and can demonstrate they observe safe practices.
- Staff are made aware of, and have input into the home's work, health and safety system.
- Staff confirm they are satisfied management is active in providing a safe working environment.

#### 4.6 Fire, security and other emergencies - Expected outcome

This expected outcome requires that:

**Management and staff are actively working to provide an environment and safe systems of work that minimise fire, security and emergency risks.**

The focus of this expected outcome is 'results'.

##### Results

- Management demonstrates the home has established procedures for detecting and acting on fire, security or other emergency risks and incidents.
- The relevant staff know and understand these procedures. This includes:
  - location of care recipient lists
  - understanding of the fire, emergency and evacuation plans and procedures and their roles and responsibilities in such an event
  - understanding of security processes

- ability to safely and effectively use the fire, security and emergency equipment for its intended purpose
- staff training.
- Care recipients/representatives know what they should do on hearing an alarm.
- Approved professionals carry out independent fire inspection reports and actions are taken in relation to recommendations.
- Care recipients/representatives report care recipients feel safe and secure in the home and that their belongings are also safe.

#### **4.7 Infection control - Expected outcome**

This expected outcome requires that there is:

##### **An effective infection control program.**

The focus of this expected outcome is '**results**'.

##### **Results**

- Management demonstrates its infection control program (plans, procedures, practices, equipment) is effective in identifying and containing infection.
- Management has information on infection or other data about the effectiveness of its infection control program in identifying, containing and preventing infection.
- Staff practice is consistent with Australian Government infection control guidelines.
- There is a food safety program in place.

#### **4.8 Catering, cleaning and laundry services - Expected outcome**

This expected outcome requires that:

##### **Hospitality services are provided in a way that enhances care recipients' quality of life and the staff's working environment.**

The focus of this expected outcome is '**results for care recipients (and others)**'.

##### **Results**

- Hospitality services are provided in a manner which is friendly and generous towards care recipients.
- Management demonstrates hospitality services are provided in a way that enhances care recipients' quality of life and the working environment.
- Care recipients/representatives confirm the effectiveness of the home's hospitality services in meeting care recipients' needs and preferences, and enhancing care recipients' quality of life.

- Staff confirms the effectiveness of the home's hospitality services in enhancing the working environment.