



Australian
Nursing &
Midwifery
Federation

ANMF ACTR Learning Resources Suites

****About Me – Aged Care Quality Standards Videos**

These learning resources present each of the Standards from the consumer perspective.

Average duration 10 minutes

Introduction to the Aged Care Quality Standards

Standard 1: Consumer dignity and choice

Standard 2: Ongoing assessment and planning with consumers

Standard 3: Personal care and clinical care

Standard 4: Services and supports for daily living

Standard 5: Organisation's service environment

Standard 6: Feedback and complaints

Standard 7: Human resources

Standard 8: Organisational governance

Learning Activities Aligned to the Aged Care Quality Standards

These learning resources provide a depth of knowledge and take a rights based approach to the outcomes, concepts and requirements of the Aged Care Quality Standards.

Average duration 20 minutes

STANDARD 1 – Consumer dignity, autonomy and choice

Dignity and Respect: *Overview; Dignity and respect in all care settings; Older people's rights; Worker responsibilities; Principles of respect in care; Respect for diversity.*

LGBTI People: *Overview; Challenges facing the LGBTI community; Laws and legislation protecting the LGBTI community; Principles of inclusive care and service delivery; Specific health needs of LGBTI older people.*

Cultural Diversity and Safety: *Overview; Peoples rights; Respecting culture and diversity; Cultural competence; Communication; Supporting individual wants and preferences.*

Privacy and Confidentiality: *Overview; People’s right to privacy and confidentiality; Strategies and responsibilities to respect privacy and confidentiality; Managing personal information; Responsibilities under the Australian Privacy Law regarding the Notifiable Data Breach (NDB) Scheme.*

STANDARD 2 – Ongoing assessment and planning with consumers

Partnering to Plan and Deliver Care: *(includes advanced care and end of life planning): Overview; Upholding rights to choice, wants, goals and preferences; Responding to changing needs; Support from external services, organisations, groups; Co-ordination; Advanced Care Planning.*

Documentation, Collaboration and Communication: *Overview; Reasons for documentation; Responsibilities; “Do’s and “don’ts” of documentation; Principles of collaboration; Communication for safe and quality care and service delivery.*

STANDARD 3 – Personal care and clinical care

End of Life Care: *Overview; Peoples rights; Responding to diverse needs, wants, goals and preferences; Advanced Care Planning; Enduring Guardian; End of life mental, physical, spiritual and social health care; Recognising and responding to indicators of terminal phase of life .*

Management of Unexpected Deterioration or Change: *Overview; Issues with quality of care; Recognising and responding; People’s rights to make informed choices and decisions; Safety net process; Key management elements; Communication during handover; Common signs and symptoms as indicators of unexpected deterioration or sudden change.*

Falls: *Overview; Falls hazards; Risk assessment; Implementing falls prevention strategies Incident reporting; Safety and assistance after a fall*

Swallowing Difficulties and Choking: *Swallowing difficulties: Overview; Common causes; Signs and symptoms; Aspiration pneumonia; Prevention and management strategies; Choking: Overview; Common causes; Signs and symptoms; Prevention and management strategies; Emergency procedures.*

Medication Management: *Overview; Safety and quality; Risk of common adverse reactions; Medication errors; High Risk Medications and safety issues; Legal and professional responsibilities; People’s rights; Support to self-administer medication; “Rights” of medication administration; Safety issues relating to routes of administration; Reporting medication incidents.*

Delirium: *Overview; Short and long term issues with delirium; Delirium risk factors; Principles of delirium management.*

Quality Pain Management: *Overview; Common causes of pain; Signs and symptoms; Barriers to recognition and management; Physical and psychological impact; Principles of pain management.*

Malnutrition and Dehydration: *Malnutrition: Overview; Ageing changes and risk factors; People’s rights including choice and preferences; Nutritional needs of the older person; Promoting nutritional wellbeing and strategies to protect people’s safety; Respect for diversity.*
Dehydration: Overview; Ageing changes and risk factors; Signs and symptoms; Prevention.

Infection Prevention and Control: *Overview; Workplace health and safety responsibilities; Infection transmission and risk factors; Signs and symptoms of common infections for older people; Influenza outbreak response; Gastroenteritis outbreak response; Preventative measures.*

Antimicrobial Stewardship: *Overview; Misuse and over use of antimicrobials; Principles and strategies to achieve antimicrobial stewardship; Relevance to the aged care sector; Everyday practice to reduce antimicrobial resistance.*

Skin Care and Wound Management: *Overview; Aged related changes to skin, hair and nails; Risk factors for skin damage; Strategies to reduce or prevent skin damage including skin tears, pressure injuries, and leg ulcers.*
Wound management: Overview; Wounds and stages of healing; Principles of wound management; Principles of pressure injury management; skin tears and leg ulcers; Physical and psychological impact.

Depression: *Overview; Myths and facts; Risk factors; Signs and symptoms; Respectful and effective care; Range of effective treatments/therapies for older people; Responding to and respecting diversity.*

Dementia: *Overview; Progression; Respect and dignity; Supporting independence, communication and safety; Recognising and responding to unmet needs, responses, actions and reactions.*

Sleep: *Overview; Ageing related changes; Assessing and Managing sleep problems.*

Continence: *Overview; Bladder continence management; Bowel continence management, Dementia and continence care.*

Oral and Dental Care: *Overview; Assessing, planning oral and dental care; Supporting independence with oral care; Caring for older people's teeth and dentures; Oral care and dementia.*

Mobility and Dexterity: *Overview; Promoting independence; Exercise and activity; Mobility aids and equipment; Dexterity aids and equipment.*

Sensory Loss: *Overview; Impact of sensory loss; Signs and causes – loss of hearing, sight, taste, touch and smell; Supporting independence and quality of life; Protecting safety.*

STANDARD 4 – Services and supports for daily living

Enablement and optimising wellbeing: *Overview; Principles of enablement; Service and service user implications; Implementing an enablement model of care.*

Social Inclusion and Support: *Overview; Principles of social inclusion; Research on the benefits; Barriers; Supporting social inclusion.*

Hospitality Services: *Overview; People's rights; Contributing to people's health, wellbeing and quality of life; General responsibilities; Protecting people's safety.*

Food Services to Vulnerable Persons: *Food risk management; Food safety programs; Food safety specific issues; High risk foods.*

STANDARD 5 – Organisation's service environment

Living Environment: *Overview; Choices and preferences, Comfort; Safety; Connections and inclusion.*

STANDARD 6 – Feedback and complaints

Customer Service in Care: *(includes feedback and complaints): Overview; Customer service, brand and consumer directed care delivery; good and poor customer service; Responding to individual's needs; Barriers to and effective communication skills; Sensitive and courteous handling of complaints and feedback; Continuous improvement.*

Advocacy: *Overview; People's rights to advocacy; Principles of advocacy; Benefits of advocacy; Providing support and access to advocacy services.*

STANDARD 7 – Human resources

Bullying and Harassment: *Overview; Signs of bullying and harassment in the workplace; Responding to workplace bullying and harassment; Strategies for communication and conflict resolution.*

Hazardous Manual Tasks: *Overview; Main types of injuries; Physical, mental and social impact; Injury prevention; Risk management including assessment, reporting and risk control.*

Workplace Aggression: *Overview; Triggers for verbal or physical aggression; Risk management approach to remove or reduce workplace aggression.*

CPR Renew: *Overview; Actions when a person is non-responsive and not breathing normally; Legal issues relating to CPR and first aid; Establishing state of consciousness; Emergency response; Rescue breathing; Chest compressions; Automated External Defibrillator.*

STANDARD 8 – Organisational governance

Fire Safety: *Overview; Fire Safety; Evacuation; Security; Other emergencies: Overview; Workplace fire hazards and control; Emergency fire safety procedures; Fire process, properties and extinguishment; RACE; Firefighting equipment; Emergency control equipment.*

Work Health and Safety: *General principles; Employee and employer responsibilities; Workplace risk assessment and management; Return to work; Hazardous substances Safety Data Sheets (SDS).*

Organisational Governance: *(including clinical governance) Requirements for aged care providers; Principles of good governance; Supporting people receiving care and services to partner in continuous improvement; Key components for clinical governance; Workforce role – organisational and clinical governance.*

Continuous Improvement: *Overview; Principles of continuous improvement; Checks for continuous improvement; Continuous improvement process.*

Minimising Restrictive Practices: *Overview; Restraint free environment; Legal, ethical and human rights issues; Clinical issues and decision making; Worker responsibilities; Physical and mental health injuries; Alternative strategies to protect people.*

Elder Abuse: *Overview; Types and signs of elder abuse; Risk factors and protective factors; Compulsory reporting of reportable assaults.*

**** Look and Act Toolkits**

The toolkits focus on the identification and actions required for the high Impact/high prevalence risks identified under Standard 3 of the Aged Care Quality Standards and includes Open Disclosure from Standard 8. These are 'Just in Time' learning resources.

Average duration 10 minutes

Delirium: *Overview; Risk; Signs and symptoms; Actions.*

Hearing Loss: *Overview; Risk; Signs and symptoms; Actions.*

Pressure Injuries: *Overview; Risk; Signs and symptoms; Actions.*

Chemical Restraint: *Overview; Risk; Actions.*

Medication Management: *Overview; Risk; Signs and symptoms of adverse reactions; Actions.*

Swallowing Difficulties and Choking: *Overview; Risk; Signs and symptoms; Actions.*

Malnutrition and Dehydration: *Overview; Risk; Signs and symptoms; Actions.*

Pain Management: *Overview; Risk; Signs and symptoms of poor pain management; Actions.*

Restrictive Practices – Restraint: *Overview; Risk; Signs and symptoms of harm; Actions.*

Open Disclosure: *Overview; Principles and application of open disclosure.*

**** It's Not OK Just because I am Old - Abuse of Older People**

This 3 part learning resource supplements our existing Elder Abuse resources.

Average duration 20 minutes

Part 1: *Utilises the personal story of a 95 year old woman to address ageism.*

Part 2: *Presents current data and concepts on the abuse of older people.*

Part 3: *Scenario based quiz to provide or add to your workforce's knowledge about what constitutes abuse of older people.*

COVID-19 Learning Resources

These learning resource were first developed in March 2020 and have been updated in July 2020.

Average duration 10 minutes

COVID-19 Health Care Video: *Provides current information about the protection strategies for health care/aged care workers.*

COVID-19 Health Care Quiz: *Scenario based assessment.*

COVID-19 Business Video: *Provides current information about the protection strategies for business.*

COVID-19 Business Quiz: *Scenario based assessment.*

COVID-19 Keeping It Simple Video: *A general short video addressing the current protection strategies.*

COVID-19 Infographic Updates: *A rolling series of updates information for healthcare/aged care workers.*