

Strengthened Quality Standards



4. The environment



5. Clinical care



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Standard 4 is about The Environment.

Having two Outcomes for residential aged care this Standard focusses on managing the built environment to minimize the risks to residents. There is a focus on equipment that is used being both fit for purpose and well maintained.

The workers must have access to an infection prevention and control system that is founded in good hygiene practices by them. The latter includes processes to promote and optimize vaccination rates amongst staff and residents. The approach that this outcome seeks to promote is reliance upon proactive practices that reduce the risk of harm to resident, staff and visitors, rather than the reactive approach of outbreak containment post exposure. This Standard is also premised on the built environment itself being fit for purpose in terms of design, layout, paths of travel, availability of access to light and clean air and furniture that is made for safe and easy use by people who often have physical limitations.

Standard 5 is all about Clinical Care. Standard 5 explains how good clinical care improves an older person's quality of life, independence, confidence and their feeling of purpose in daily life. It outlines outcomes such as clinical governance, infection prevention, safe medication use, comprehensive care, clinical safety, managing cognitive impairment, and providing quality palliative and end-of-life care.

There is a reliance upon well established and embedded systems and processes so that the delivery of clinical care is consistent from day to day and from resident to resident, regardless of their individual circumstances.

The seven Outcomes cover clinical care that can be provided and focus on the nine issues that are considered high impact and high prevalence clinical care risks. These nine issues are the most common clinical conditions, that if not well managed, can have demonstrably negative and catastrophic outcomes for residents.

Ultimately it is about the management and mitigation of clinical risks to residents to both prevent and minimize harm from clinical conditions and deterioration. However, it is also about ensuring that when residents health conditions advance to the point that recovery is not possible, that residents and their families are provided information and choices about care at the end of life that maintains dignity and minimizes the impact of symptoms such as pain.

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