

The Baron Report

Volume 2, Issue 4, 2001

Clarification Sought - Clarification Given

by Carla and Neil Baron

Accreditation is about quality; developing a system that is transparent and understandable by all stakeholders. Most places have grasped that notion and have grown because of it.

Over the last few months we have heard some worrying stories relating to accreditation audits and follow-up visits.

Some facilities have spent time and money on areas that were deemed to be 'necessary' on the first round to find they are being downplayed or ridiculed on follow-up visits. This experience, it would

appear, is not limited to S. A.

It appears that the notion of quality (that is the same system on every occurrence) is not always evident. The notion that a facility should do something because an auditor says so needs to be questioned as to the basis of the request.

As discussed in the last issue of *The Baron Report*, a clear understanding of what is a directive and what is a suggestion needs to be made transparent. It appears that in some instances facilities are being told to do something, implying that it is a mandatory

situation. That is fine and there should be no problem in a facility carrying out that request. There also should be no difficulty in the auditor giving a clear indication of the basis of the request.

For example if a room is required to be painted pink to meet a standard then it must happen. If on the other hand the auditor thinks that the room would look good painted in pink, then this needs to be made clear.

The challenge then is for the Agency to be able to confidently demonstrate that all

auditors are telling the same story and that when asked to clarify a situation this is done promptly and clearly in writing, relating to the relevant area.

Following a request for clarification, Angela Halsey, State Manager of the Agency provided this letter which we are pleased to present in its entirety. We thank Angela for responding to this matter and explaining the Agency position. The greater the level of understanding, the less likely that misinterpretations will occur.

The Aged Care Standards Agency

28 May 2001

Dear Ms Baron.

CLARIFICATION RE REQUIRED IMPROVEMENTS

Since the first round of accreditation, a small number of service providers have sought clarification of issues, comments or suggestions raised by assessors during support visits. In some cases, they felt they were receiving different signals from different assessors.

I hope this helps to clarify that issue for your members.

Firstly, I would like to outline the role of assessors and of the Agency in specifying **requirements** or making **suggestions**.

In accrediting a residential care service, the Agency must decide "whether there are any matters in respect of which improvements must be made to improve compliance with the Accreditation Standards" (Accreditation Grant Principles, s2.28(1)(b)). The Agency details these "matters" in each service's Site Audit Report as **Required Improvements**. These are matters which a service must address, and must include in the Plan for Continuous Improvement sent to the Agency after accreditation.

During support contacts assessors will, among other things, ascertain progress on any Required Improvements.

Many services will also find that, in the Site Audit Report, assessors identified **Opportunities for Improvement**. There is no obligation for services to act on these suggestions. Rather, they should consider them in the same category as suggestions raised by staff, residents, relatives, or any other contributor to their continuous improvement program.

A service must show that it is actively pursuing continuous improvement. The ways in which it captures feedback about gaps in its processes, and identifies improvements, is part of the test that continuous improvement is working.

Similarly, assessors may make comments or suggestions which do not appear in written reports. Again, these are intended to help management and staff improve their systems or service. Assessors do not expect their suggestions to be acted upon as a matter of course.

If services are unsure about any issue raised by an assessor, please contact the assessor concerned and clarify that issue.

Yours sincerely

Angela Halsey State Manager (SA/NT)

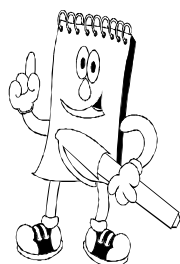
Current information for the Aged Care Industry

The Advantage of Nutrition Screening

by Yvonne Coleman
Nutrition Consultants Australia

Would you like to have something you have written or said published?

Simply mail, fax or e-mail us a copy with your details and we will try to make it happen.



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Two components of Standard 2:10 have proven challenging in their implementation.

A - "that residents' nutrition and hydration needs are assessed, documented, regularly reviewed and acted upon"

C - "that residents receive sufficient food and fluid to meet their nutritional requirements"

The introduction of a nutrition screening tool with its support policy and procedure is well suited to address these components because they monitor a range of variables such as:-

- ability to eat
- appetite
- inappropriate weight change
- dietary intake
- fluid intake
- gastro-intestinal symptoms
- skin/pressure area risk
- clinical condition
- mental/emotional condition
- bowels

A nutrition screening tool and policy provides:-

1. objective documentary evidence of compliance with Standards 2:10 A +C

classification of residents' nutritional status into three categories -

- ◆ low risk - no intervention
- ◆ moderate risk - Unit-based interventions
- ◆ high risk - Dietitian intervention

2. objective monitoring of the effectiveness of the intervention strategy.

3. indicators for an appropriate level of nutrition service provision ie what is inadequate, adequate, or enthusiastic.

4. possible identification of nutritional factors that may necessitate institutional change e.g. adequacy of food provision practices.

5. minimal time pressure ie should only take 2-3 minutes per resident to complete.

The variables within the nutrition screening tools can be audited at both institutional and individual levels.

The variables that comprise nutrition screening tools also enable intra- and inter-facility monitoring of performance.

The introduction of nutrition screening permits a range of advantages without a high time cost!

Saving Time - Saving Money

Getting the right information when needed in an affordable manner is not always easy. Two factors impact on our gaining of knowledge: time and money.

In an attempt to facilitate these problems N & C Baron & Associates are pleased to bring Yvonne Coleman to Adelaide for a series

of workshops on July 13 and 14th.

Yvonne is well known as a regular presenter at conferences throughout Australia and for her column in *Insite*.

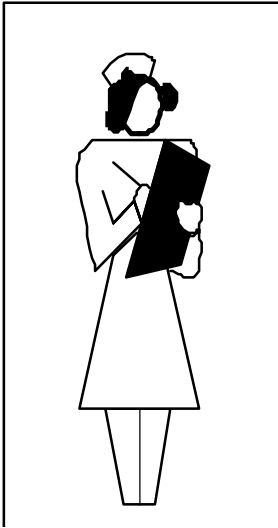
She is a great source of information, presented in an understandable manner with time to answer your questions.

These are not to be missed sessions that are



important in addressing issues dealing with nutrition.

Full information is available in the accompanying pamphlets.



Over the last eight -ten years there have been positive changes in the approach to the care of residents/clients with Dementia/ Alzheimer's Disease.

This small contribution will outline some alternative therapies that have been tried and found to be beneficial for maintaining a calm environment. A calm environment has activity, chatter and laughter without anxiety.

Essential Oils

Lavender:

Vaporising lavender at meal times and when a resident is anxious or agitated will assist in settling the person. A drop of lavender on

THE CLINICIAN'S CORNER

Therapies and Dementia Care

by

Kay Armstrong, DON
Churchill Court - Kilburn

the collar of a shirt, dress, blouse or night attire will also assist in reducing anxiety and/or agitation.

From my experience the use of other oils has not always been effective either mixed with lavender or used on their own.

I have trialled other oils such as orange, lemon and geranium both alone and in combination with lavender. None of these have been as effective as lavender.

An observation of an orange and lavender mix appeared to aggravate rather than settle some residents. The same situation occurred with geranium.

The aroma may be pleasing to the carers but the effect, as observed, has not been positive.

Music Therapy

At meal times music is beneficial in maintaining a calm environment. The following has been found to be effective. Easy listening (e.g. Richard Clayderman, Roger Woodward) at

breakfast. Early morning avoid heavy and stimulating music.

At the midday meal light classical and easy listening piano music assists the gastronomic juices to flow. Again avoid stimulating music.

During the afternoon and at the afternoon meal light and bright music maybe effective, as are sing-a-long tunes that the residents recognise.

Although we have all read about Sundowner's Syndrome, sing-a-long music appears to pacify and at the same time helps to use some of the pent up energy.

Directly at the evening meal return to the easy listening piano music. For enjoyment the music buffs can play music from the baroque era, especially Vivaldi's *Four Seasons* and talk through the winter season and emphasise the raindrops which can be heard.

The music needs to be calming. Avoid the radio playing beep bop music, this is aggravating.



Be selective with violin music, at times played quietly it is effective while if it is loud it can be an irritant.

Video Therapy

At times of agitation or restlessness the video *Coral Dreaming* is most calming.

The music is very relaxing and the scenery is of the coral reef and sea life. The television screen becomes an aquarium full of sea flora and fauna. Dialogue does not occur and so the video is very calming and relaxing, particularly if accompanied by vaporising lavender oil.

There are times when residents are resting and need to be disturbed for an activity session or to attend a meal, morning or afternoon tea. A pleasant way to waken residents is to play the video *Wild Rhapsody*.

The music is bright, vibrant and stirring while the screen is filled with Australia flora and fauna. Again there is no accompanying dialogue that may be irritating. Both videos are available from the ABC shop.

Aged Care Quality Assessor Training Course

N & C Baron & Associates are very pleased to announce that they have contracted Systems 3 Group to provide their five day Aged Care Quality Assessor Training Course in Adelaide between August 6th and 10th. Running this course in Adelaide means a big saving in terms of both time and money in not having to go interstate.

The Systems 3 Group's five day Aged Care Quality Assessor training course provides training for personnel involved in the:

- external accreditation of aged care facilities on behalf of the Aged Care Standards Agency
- internal preparation for the ongoing accreditation process
- internal self assessments, or
- development and implementation of management systems in

aged care facilities, such as nursing homes and aged care hostels.

The Presenter – Brian Sharp has extensive experience in the design and delivery of a range of training programs for client organizations. These include Assessor Training - Aged Care, Aged Care Self Assessment and Continuous Improvement Benchmarking and Best Practice, Strategic Planning. He has also undertaken many consultancy briefs in the field of management systems and continuous improvement across a broad range of industries such as health, IT, defence and manufacturing.

Information in the accompanying pamphlet. Strictly limited to ten people - only a few places left.

Kitchen Hints

by Adrian Hill

Legislation

New legislation will shortly be having an impact on premises that produce or provide food.

The ANZFA (Australia New Zealand Food Authority) has developed a code of practise that will be used throughout the community.

Different types of organisations will have different time frames to develop plans to implement the new codes of practise.

For example, those with more vulnerable customers such as Aged Care will have a shorter period of time than

say a 'deli' to comply.

A food safety plan, which illustrates in detail how food is received, stored, prepared and served safely, preventing potential food poisoning will need to be developed.

Each organisation will need not only to develop the plan but will need to prove that this plan is being used by the food handlers, similar to 'Accreditation' so be prepared.



Time Management/ Money saving tips



Many people prefer to fax their orders to save time, which is true initially. However in the long run, you can often save time and money talking to someone

I can only talk from my experience. However when I have faxed orders in the past, often there will be errors or they have run out of stock and they definitely

do not offer a product on special.

I talk to my wholesalers and build up a friendship with them. There are many benefits with this.

Suppliers often let me know what the latest specials are, they let me know what is out of stock so that I am not caught out and they generally do not rip me off with misleading quantities or with poor quality. Now and again they will even give me extra produce. In the long run, I have saved money and time yet ensuring that I am receiving top quality goods.

Upcoming Dates & Events

Nutrition Education Series July 13 & 14th

Friday July 13th

MORNING Nutrition & Food Service Delivery

Health Issues & Nutrition for the Elderly

Menu Evaluation

Practical Issues & Management

AFTERNOON Nutrition Assessment & the Elderly

Medical Factors Associated with Nutrition

Drug-Nutrient Interactions

Nutrition Screening Tools

Saturday July 14th

MORNING Drugs & Nutrition Status in the Elderly

Effects of Drugs on Nutritional Status

Nutritional Factors that can Affect the Effects of Drugs

Clinical Considerations

Discussion on Issues and Management

AFTERNOON Me and You - Dealing with Type II

An innovative forum discussing diabetes issues

The Role of Diet in Diabetes Management

(This forum will be open to the general public)

Balyana Conference Centre

46 Strathcona Ave

Clapham

Networking Group

The next session will be on:

Wednesday June 27th

1630 - 1830

Churchill Court ACF

470 Churchill Road

Kilburn

Open Discussion

*Bring along your questions,
concerns or passions to share*

(Who has some good passions to share?)

Please confirm your attendance by calling

Neil on 8276 9763

Spot the Mistake

We keep getting asked if this fun game is still on.

Of course it is. So send in your answer, remember that the person identifying the most mistakes in each edition is in for a prize.

(For new players - we have embedded mistakes throughout this publication. Search for them and note where they are. Mail, fax or e-mail your answer for a chance at a prize).

In God we trust,
all others must show evidence

Anon

