



Consumer dignity, choice
and respect at the core
of Quality Standards



As aged care consumers now play an active role in determining their own needs and directing their care, providers must continually review their systems and processes to support the provision of safe and quality care and services.

The national [Aged Care Quality Standards](#), which have been in effect since 1 July 2019, apply to all aged care settings and provide a framework of core requirements for quality and safety in care.

These Standards require that the consumer's experience remains at the centre of planning, delivering and reviewing care.¹

Consumer dignity², choice and respect are at the core of these Standards, while aged care providers are expected to support people to live their best life.

Provider compliance

Aged care providers must comply with the Quality Standards which focus on consumer outcomes, evidence of the consumer's experience, and the systems and processes in place to support safe and quality care and services.

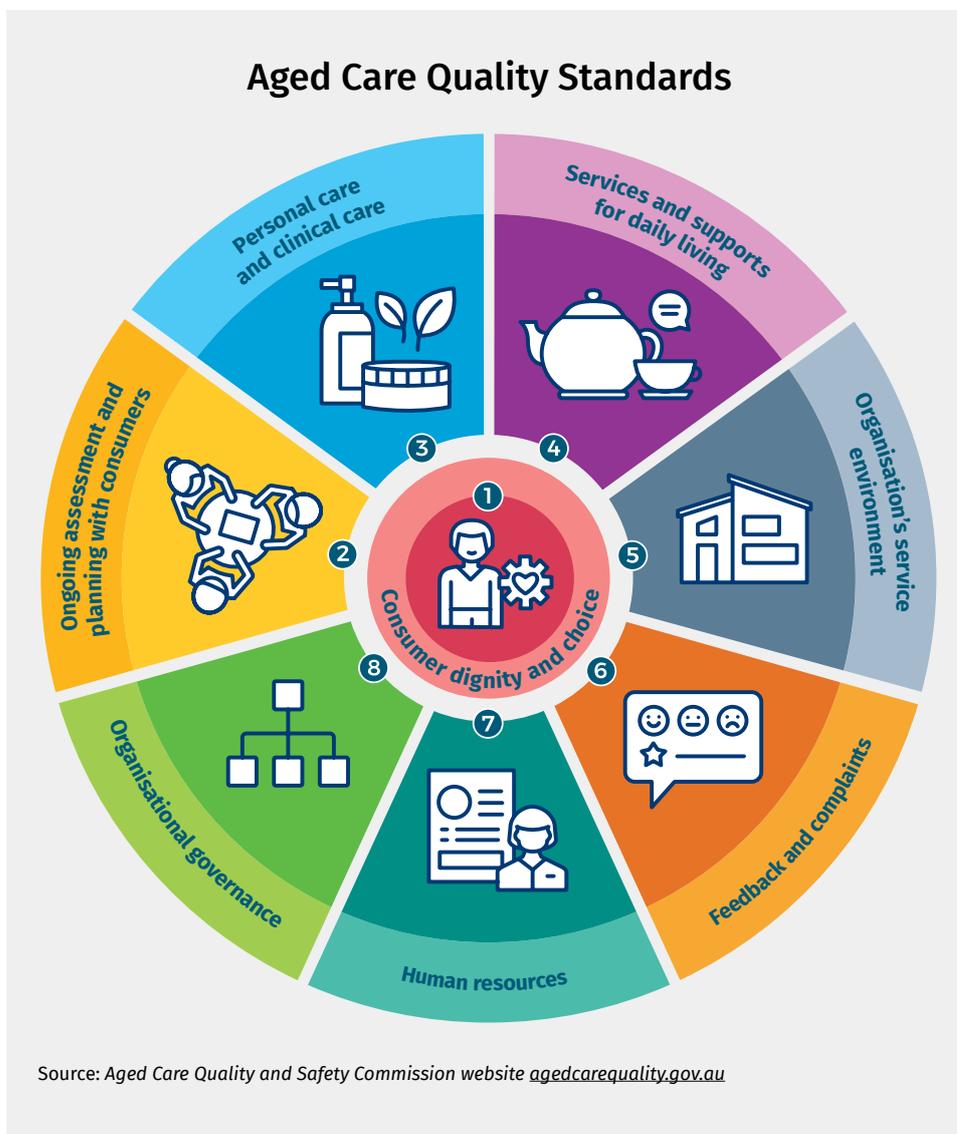
Although providers vary in size and structure and have different ways of meeting the Standards,³ compliance is mandatory. They:

- Must demonstrate performance on an ongoing basis.
- Are responsible for meeting the Quality Standards and deciding how to do this.
- Are expected to show how their approach meets the Quality Standards requirements.

Importantly, providers must demonstrate⁴ they:

- Understand the requirement
- Apply the requirement, and this is clear in the way they provide care and services
- Monitor how they apply the requirement and the outcomes they achieve
- Review outcomes and adjust practices based on these reviews to keep improving.

“Organisations will start with varying levels of expertise in consumer engagement and will engage with consumers in different ways depending on the context. Organisations are often so deeply involved in the day to-day delivery of care and services that it can be difficult to review how consumers might be more meaningfully engaged.”⁶



“The research overwhelmingly shows that strengthening consumer engagement not only improves the consumer experience, but can also improve staff satisfaction, organisational efficiency and use of resources to reduce long-term costs.”⁷

Meeting consumer expectations

Australia’s ageing population and its growing expectations for quality aged care services will have far-reaching impacts on service providers.

The national Aged Care Quality Standards were developed to help meet these community expectations and provide a range of best practice strategies and tools for providers to engage with consumers and their representatives.

The Aged Care Quality and Safety Commission acknowledges that providers are at different points in their journey to consumer-centred care.

Time / resource costs, consumer disengagement, an assumption that it is already being done well, or fear that partnering with consumers might conflict with duty of care are some of the reasons that providers may be wary of trying new consumer engagement approaches.⁵

While best practice engagement can differ between organisations, a consumer focus influences governance, how staff are recruited and trained, how risk is assessed and managed, and how performance is measured.

Having the right tools to deliver safe, quality care and services

Aged care providers can take innovative approaches to deliver quality services to consumers with the right tools and a continuous improvement system to comply with the national Quality Standards to deliver the level of care and services the community expects.

This expectation is enhanced and facilitated in organisations that use evidence-based resources, tools and services such as the two companion JBI evidence-based Aged Care manuals to align their organisation to consumer expectations for safe, quality care and services.

	Aged Care Quality Standards		
	1	2	3
Practice Manual	✓	✓	✓
Carers Manual	✓		✓



JBI Aged Care Evidence-Based Practice Manual

The Practice Manual supports aged care providers to partner with consumers in ongoing assessment and planning for the care and services needed for their health and wellbeing. It features 123 procedures that reflect the complexity of care needs due to serious medical illnesses, chronic diseases, and increasing acuity.

This advanced resource helps staff deliver safe, effective personal and clinical care that:

- Is best practice and tailored to individuals' needs.
- Optimises health and wellbeing at your institution.
- Fills the gaps in your standard of care and meets accreditation requirements.

The Practice Manual has been developed by Nursing Directors, public and private sector experts and safety and quality representatives. It includes evidence for advanced care needs that align strongly with Standards 1, 2 and 3.

Procedures reflect the complexity of care needs due to serious medical illnesses, chronic diseases, and increasing acuity. Each recommended practice includes requirements for consumer education, advice and informed consent.

This high-quality database of common interventions provides a resource for staff to review, revise and learn.



JBI is one of the world's leading evidence-based practice organisations which has been developing updated resources for the Australian aged care sector since the early 2000s.

JBI Aged Care Evidence-Based Carers Manual

The Carers Manual is designed to meet carer workforce training and knowledge needs, and aligns with Standards 1 and 3. It supports providers to:

- Fill the gaps in standard of care and meet accreditation requirements.
- Easily train aged care workers and inform them of procedures for consistent, safe, quality care.
- Assist aged care workers with ongoing assessment and planning.

This manual includes 27 procedures that focus on dignity and respect for inclusion, privacy and informed choices as a co-participant in care planning and delivery while supporting residents with fundamental care needs.

It also reflects consumer expectations for culturally appropriate, safe quality care and services that meet the rigorous Quality Standards for patient outcomes.

The Carers Manual has been developed by a specialist Aged Care Expert Reference Group within the Joanna Briggs Institute at The University of Adelaide as an evidence-based resource for best practice to meet the care needs of older adults.

JBI Recommended Practices (JBI RP) are evidence-based procedures that provide a clear description of steps and processes for a wide range of care procedures, developed by an expert clinical review panel to confirm clinical relevance and currency.

Endnotes

- 1 "Care that is right for me" A resource for working with aged care consumers. Aged Care Quality and Safety Commission.
- 2 www.agedcarequality.gov.au/consumers/standards/resources
- 3 www.agedcarequality.gov.au/standards/guidance-introduction#about-the-aged-care-standards
- 4 www.agedcarequality.gov.au/standards/guidance-introduction
- 5 "Care that is right for me" A resource for working with aged care consumers.
- 6 "Care that is right for me" A resource for working with aged care consumers.
- 7 "Care that is right for me" A resource for working with aged care consumers.