

Accreditation in residential facilities

RESIDENTIAL CARE AND DEMENTIA

This Help Sheet explains the standards of accreditation that must be met by all aged care residential facilities. These standards aim to ensure the highest quality standards of care and service for residents of aged care residential facilities.

Standards to assess the overall quality of services provided by aged care facilities were introduced by the Commonwealth Government on the 1st January 1998. All facilities must meet these standards by January 2001 to be accredited and eligible for government payments towards the cost of the care they provide. Facilities are also required to demonstrate capacity for continual improvement.

The Government has set up an independent agency, the Aged Care Standards and Accreditation Agency, to manage the residential aged care accreditation process. An accreditation decision is for a one-year or three-year period. Accreditation will ensure that the facility will continue to receive Commonwealth funding. The individual facility's reports are available on the internet at www.accreditation.aust.com

There are four Accreditation Standards that must be met by each aged care residential facility:

Standard 1

Management Systems, Staffing and Organisational Development

This standard requires that within the philosophy and level of care offered by the

facility, management systems are responsive to the needs of the resident, their representatives, staff and stakeholders, and the changing environment in which they operate.

Standard 2

Health and Personal Care

This standard requires that residents' physical and mental health will be promoted and achieved at the optimal level in partnership between each resident and/or his or her representatives.

Standard 3

Resident Lifestyle

This standard requires that residents retain their personal, civil, legal and consumer rights and are assisted to achieve control of their lives within the residence and in the community.

Standard 4

Physical Environment and Safe Systems

This standard requires that residents live in a safe and comfortable environment that ensures the quality of life and welfare of residents, staff and visitors.

To gain accreditation, facilities will be assessed on all four standards and will have to meet minimum building standards.

Your Alzheimer's Association can be contacted directly on the:

Dementia Helpline

Freecall 1800 639 331

Each Australian State and Territory has an Alzheimer's Association which can provide further information, counselling and support for carers of people with dementia.

The standards of the facility's buildings will be assessed for certification by the Department of Health and Aged Care, who will consider:

- the standard of the buildings and equipment that are being used by the residential care services in providing residential care
- the standard of the residential care being provided by the residential care service; availability of, and access to, public transport
- if the applicant has been a provider of aged care, its history of its conduct and its compliance with its responsibilities and obligations, as such a provider

Based on information provided by The Aged-care Rights Service, NSW

The views of residents and their families are an essential part of the accreditation process. Effective communication and consultation by the service should involve contact with residents and their families to enable them to provide feedback on the quality of care. Each residential service will be able to tell you how it is going about this consultation with residents and families.

Remember

Whether or not you are asked for your views, you are always free to give them. Your views about the care given to your relative are important.

Further help

The Aged Care Standards and Accreditation Agency has offices in all State capitals. The National office can be contacted on (02) 9633 2099. Their web site is at www.accreditation.aust.com

A range of books, videos and Help Sheets are available through your State or Territory Alzheimer's Association by contacting the Dementia Helpline on **1800 639 331**

These Help Sheets can be obtained on the internet at www.alzvic.asn.au



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This publication provides a general summary only of the subject matter covered. Any person with dementia or a carer for a person with dementia should seek professional advice about the specific case. The Alzheimer's Associations in Australia are not liable for any error or omission in this publication, even if negligent.

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