

Acorn Aged Care

Policies and Procedures

STANDARD 1 THE PERSON

With Links to Applicable Procedures



STANDARD 1 THE PERSON¹

Intent of Standard 1

Standard 1 underpins the way that providers and workers are expected to treat older people and is relevant to all standards. Standard 1 reflects important concepts about dignity and respect, older person individuality and diversity, independence, choice and control, culturally safe care and dignity of risk. These are all important in fostering a sense of safety, autonomy, inclusion and quality of life for older people.

Older people are valuable members of society, with rich and varied histories, characteristics, identities, interests and life experiences.

Older people can come from a diverse range of backgrounds and groups, including, but not limited to, Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, people living in rural or remote areas, people who are financially or socially disadvantaged, people who are veterans, people experiencing homelessness or at risk of becoming homeless, people who are care leavers (i.e. a person who spent time in care as a child), parents separated from their children by forced adoption or removal, people who are lesbian, gay, bisexual, transgender or intersex, people of various religions, people experiencing mental health problems and mental illness, people living with cognitive impairment including dementia, people living with disability.

A person's diversity does not define who they are, but it is critical that providers recognise and embrace each person's diversity and who they are holistically as a person, and that this drives how providers and workers engage with older people and deliver their care and services.

Standard 1 Expectation statement for older people

I have the right to be treated with dignity and respect and to live free from any form of discrimination. I make decisions about my care and services, with support when I want or need it. My identity, culture and diversity are valued and supported, and I have the right to live the life I choose. My provider understands who I am and what is important to me, and this determines the way my care and services are delivered.

OUTCOME 1.1: PERSON-CENTRED CARE

OUTCOME STATEMENT

We understand that the safety, health, wellbeing and quality of life of older people is the primary consideration in the delivery of care and services.

We understand and value the older person, including their identity, culture, ability, diversity, beliefs and life experiences. Care and services are developed with, and tailored to, the older person, taking into account their needs, goals and preferences.

¹ Australian Government Department of Health and Aged Care Strengthened Aged Care Quality Standards Final Draft November 2023.

| ACTIONS ² | PROCEDURES |
|--|---|
| <p>1.1.1 The way management and workers engage with older people supports them to feel safe, welcome, included and understood.</p> | <p><i>Consumer Kindness, Dignity and Respect Procedure</i></p> <p><i>Staff Recruitment Procedure</i></p> <p><u>Employment Checks Procedure</u></p> <p><i>Staff Orientation Procedure</i></p> <p><i>Staff training Procedure</i></p> |
| <p>1.1.2 We implement strategies to:</p> <ul style="list-style-type: none"> • Identify the older person’s individual background, culture, diversity, beliefs and life experiences as part of assessment and planning and use this to direct the way their care and services are delivered • Identify and understand the individual communication needs and preferences of the older person • Ask and record if an older person identifies as an Aboriginal and Torres Strait Islander person • Deliver care that meets the needs of older people with specific needs and diverse backgrounds, including Aboriginal and Torres Strait Islander peoples and people living with dementia • Deliver care that is culturally safe, trauma aware and healing informed, in accordance with contemporary, evidence-based practice • Support older people to cultivate relationships and social connections, including, for older people who are Aboriginal and Torres Strait Islander persons, connection to community, culture and country • Continuously improve its approach to inclusion and diversity. | <p><i>Service Commencement Procedure Home Care</i></p> <p><i>Service Commencement Procedure Residential Care</i></p> <p><i>Assessment and Planning Procedure Home Care</i></p> <p><i>Assessment and Planning</i></p> <p><i>Consumer Rights and Responsibilities Procedure</i></p> <p><i>Consumer Handbook Home Care</i></p> <p><i>Consumer Handbook Residential Care</i></p> <p><i>Consumer Privacy Procedure</i></p> <p><i>Continuous Improvement Procedure</i></p> <p><i>Consumers with Specific Needs and Diverse Backgrounds Procedure</i></p> <p><i>Consumer Kindness, Dignity and Respect Procedure</i></p> |

² Australian Government Department of Health and Aged Care Strengthened Aged Care Quality Standards Final Draft November 2023 p 7:

Older people with specific needs and diverse backgrounds’ are identified more fully under the Intent of Standard 1. While we recognise the need to improve outcomes for all older people from diverse backgrounds and with specific needs, we have intentionally specified Aboriginal and Torres Strait Islander peoples and people living with dementia in response to findings from the Royal Commission regarding the need for additional efforts to improve outcomes for these groups.

Workers can build trusting relationships with older people by listening to, and engaging with, the older person in a way that is right for them, free from judgement or assumptions.

| ACTIONS ³ | PROCEDURES |
|---|---|
| 1.1.3 Management and workers recognise the rights, and respect the autonomy, of older people, including their right to intimacy and sexual and gender expression. | <i>Consumer Rights Procedure</i> |
| 1.1.4 Workers have professional and trusting relationships with older people and work in partnership with consumers to deliver care and services. | <i>Consumer Kindness, Dignity and Respect Procedure</i> |

OUTCOME 1.2: DIGNITY, RESPECT AND PRIVACY

OUTCOME STATEMENT

We deliver care and services in a way that:

- **Is free from all forms of discrimination, abuse and neglect**
- **Treats older people with dignity and respect**
- **Respects the personal privacy of older people.**

We demonstrate that we understand the rights of older people set out in the Statement of Rights and have practices in place to ensure that we deliver care and services consistent with those rights being upheld.

| ACTIONS | PROCEDURES |
|--|---|
| 1.2.1 We have implemented a system to recognise, prevent and respond to violence, abuse, racism, neglect, exploitation and discrimination. | <i>Consumer Abuse and Neglect Procedure</i> <i>ISS Incident Management Procedure</i> |
| 1.2.2 Older people are treated with kindness, dignity and respect. | <i>Consumer Kindness, Dignity and Respect Procedure</i> |
| 1.2.3 The relationship between older people, their family and carers is recognised and respected. | <i>Consumer Kindness, Dignity and Respect Procedure</i> |
| 1.2.4 The personal privacy of older people is respected, older people have choice about how and when they receive intimate personal care or treatment, and this is carried out sensitively and in private. | <i>Consumer Kindness, Dignity and Respect Procedure</i> |

³ Australian Government Department of Health and Aged Care Strengthened Aged Care Quality Standards Final Draft November 2023 p 7:

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OUTCOME 1.3: CHOICE, INDEPENDENCE AND QUALITY OF LIFE

OUTCOME STATEMENT

Older people can exercise choice and make decisions about their care and services, with support when they want or need it.

Older people are provided timely, accurate, tailored and sufficient information, in a way they understand.

Older people are supported to exercise dignity of risk to achieve their goals and maintain independence and quality of life.

| ACTIONS ⁴ | PROCEDURES |
|---|---|
| <p>1.3.1 We have implemented a system to ensure information given to older people to enable them to make informed decisions about their care and services:</p> <ul style="list-style-type: none"> • Is current, accurate and timely • Is plainly expressed and presented in a way the older person understands. | <p><i>Consumer Handbook</i></p> <p><i>Consumer Information Procedure</i></p> |
| <p>1.3.2 We have implemented a system to ensure that older people give their informed consent where this is required for a treatment, procedure or other intervention.</p> | <p><i>Consumer Choice and Independence Procedure</i></p> <p><i>Consumer Consent Procedure</i></p> |
| <p>1.3.3 We have implemented a system:</p> <ul style="list-style-type: none"> • To ensure older people who require support with decision-making are identified and provided access to the support necessary to make, communicate and participate in decisions that affect their lives • That involves family and carers in supporting decision-making where possible • That uses substitute decision-makers only after all options to support an older person to make decisions are exhausted. | <p><i>Consumer Choice and Independence Procedure</i></p> <p><i>Consumer Consent Procedure</i></p> <p><i>Consumer Handbook</i></p> |
| <p>1.3.4 We support older people to access advocates of their choosing.</p> | <p><i>Consumer Advocacy Procedure</i></p> |
| <p>1.3.5 We support older people to live the best life they can, including by understanding the older person's goals and preferences and enabling positive risk-taking that promotes the person's autonomy and quality of life.</p> | <p><i>Consumer Choice and Independence Procedure</i></p> |
| <p>1.3.6 We record, monitor and respond to changes to the older person's quality of life.</p> | <p><i>Assessment and Planning Procedure Home Care</i></p> <p><i>Assessment and Planning Procedure Residential Care</i></p> |

⁴ Australian Government Department of Health and Aged Care Strengthened Aged Care Quality Standards Final Draft November 2023 p 8:

As part of Action 1.3.1, where the provider (and/or workers) require translating or interpreting services to communicate effectively with older people, it is expected that the provider would arrange this.

OUTCOME 1.4: TRANSPARENCY AND AGREEMENTS

OUTCOME STATEMENT

Older people have autonomy and can take time and seek advice before entering into any agreements about their care and services.

Older people are supported to understand agreements, fees and invoices to make informed decisions.

| ACTIONS | PROCEDURES |
|---|--|
| 1.4.1 Prior to entering into any agreement or care commencing (whichever comes first), we give older people information to enable them to make informed decisions about their care and services. | <p><i>Consumer Choice and Independence Procedure</i></p> <p><i>Service Commencement Procedure Home Care</i></p> <p><i>Service Commencement Procedure Residential Care</i></p> <p><i>Consumer Handbook</i></p> <p><i>Assessment and Planning Procedure Home Care</i></p> <p><i>Assessment and Planning Procedure Residential Care</i></p> |
| 1.4.2 We support older people to understand information provided to them, including any agreement they will be required to enter into, the terms relating to their rights and responsibilities, the care and services to be provided and the fees and other charges to be paid. | <p><i>Service Commencement Procedure Home Care</i></p> <p><i>Service Commencement Procedure Residential Care</i></p> <p><i>Consumer Rights Procedure</i></p> <p><i>Consumer Fees Procedure</i></p> |
| 1.4.3 We allow older people the time they need to consider and review their options and seek external advice before making decisions. | <p><i>Consumer Choice and Independence Procedure</i></p> <p><i>Consumer Consent Procedure</i></p> <p><i>Consumer Handbook</i></p> <p><i>Consumer Information Procedure</i></p> |
| 1.4.4 We inform the older person of any changes to previously agreed fees and charges and seek their informed consent to implement these changes before they are made. | <p><i>Consumer Fees Procedure</i></p> |
| 1.4.5 We have implemented a system to ensure prices, fees and payments are accurate and transparent for older people. | <p><i>Consumer Fees Procedure</i></p> <p><i>Consumer Handbook</i></p> |
| 1.4.6 We ensure invoices are timely, accurate, clear and presented in a way the older person understands. | <p><i>Consumer Fees Procedure</i></p> <p><i>Consumer Handbook</i></p> |

| ACTIONS | PROCEDURES |
|---|--|
| 1.4.7 We promptly address any overcharging and provide refunds to older people. | <i>Consumer Fees Procedure</i> <i>Consumer Handbook</i> |