PLEASE NOTE: Some content in these examples may be out of date. The purchased products are up to date.

CONTENTS

3.3 MINIMISING POTENTIAL HARM: CARE POLICIES

3.3.1 OVERVIEW

Consumers may be at risk of harm due to a range of issues related to altered cognition, frailty, functional decline, reduced health and wellbeing, sensory losses, changes in environment and mental health.

Acorn Aged Care works with consumers through assessment, support planning, referral, review and monitoring to identify the risk of potential harm and uses strategies to reduce the risk of harm.

A range of practices are in place to reduce the risk of potential harm for consumers including:

- Handover (see Handover Practice and 2.3.6 Assessment and Support Planning Processes/ Handover)
- Managing deterioration (see Managing Deterioration and Escalation Practice and Managing Life Threatening Events Practice)
- Supporting those living with cognitive impairment (see Communicating with People Living with Dementia and Managing Behavioural and Psychological Symptoms of Dementia)
- Managing delirium (see Managing Delirium)
- Supporting sensory impairments (see Supporting Sensory Impairments Practice)
- Falls and mobility impairments (see Falls Prevention and Management Practice)
- Supporting optimal nutrition and hydration (see Nutrition and Hydration Support Practice)
- Promoting oral and dental health (see Oral and Dental Support Practice)
- Optimising continence care – bladder and bowel (see Optimising Continence Care Practice)
- Medication management (see Medication Management Guiding Principles Practice, Medication Management and Error Reporting Practice, Support Worker Medication Support Practice)
- Supporting restful sleep (see Sleep Support Practice)
- Supporting pain management (see Pain Management Practice)
- Providing end of life care (see Palliative and End of Life Care Practice)
- Preventing pressure injury and promoting skin integrity (see Pressure Injury Prevention and Management Practice and Skin Integrity Support and Skin Tear Management Practice)
- Minimising the use of restrictive practices (see 3.5 Restraint Minimisation and Use Policy and Restraint Minimisation and Use Practice).

3.3.2 CONSUMER-FOCUSED CARE POLICY

Quality and safe care is provided to all Acorn Aged Care consumers through the implementation of our Consumer-Focused Care Policy that is operationalised by:

- Consultation with the consumer (and their representative if requested/required by the consumer relative to their ability to participate) before, during and after admission to our service
- Identification of the consumer's expressed (SMART) goals and working with them to articulate how we can support them in achieving them whilst promoting independence
- Measuring and monitoring the consumer's achievement of their goals on an ongoing basis through consultation, review and reassessment
- Using previously conducted assessments and referral information to inform our assessments
- Conducting assessments relevant to the consumer's need and using this information to inform the development of a consumer-approved support plan

- Delivering quality and safe services consistently by reviewing the consumer's progress in meeting defined goals, measuring our performance, auditing our performance and conducting surveys, meetings and focus groups

- Referring consumers when necessary to services and suitably qualified health professionals and incorporating information from other service providers and health professionals into our support plans

- Identifying and minimising risk to consumers whilst supporting the 'dignity of risk' for every consumer

- Consistently documenting the care and services provided to tell the consumer journey, improve our services and meet regulatory requirements

- Providing staff with training, support, supervision and mentorship to deliver safe and quality services

- Improving our services by listening to and engaging with consumers, staff, contractors, volunteers, community and other stakeholders

- Monitoring and reporting our practice through the review of clinical and care indicators through our clinical governance framework reporting.

Practice documents outline how we deliver our care policy as it relates to specific areas of care.