



## Learning Resources Suites

### **\*\* Responding to Abuse and Neglect – Average duration 15 minutes**

These learning resource address mandatory reporting requirements and address the abuse and neglect of older people.

**It's Not OK Just because I am Old - Abuse of Older People:** Part 1: *Utilises the personal story of a 95-year-old woman to address ageism;* Part 2: *Presents current data and concepts on the abuse of older people;* Part 3: *Scenario based quiz to provide or add to your workforce's knowledge about what constitutes abuse of older people and their workplace responsibilities.*

**Serious Incident Response Scheme (SIRS):** *Overview of the SIRS, Reportable incidents; Mandatory reporting; Incident management systems.*

**Domestic Violence and Older Women:** *This short video considers the long-term impact of domestic violence on older women from an older woman's perspective; how to identify and respond in a range of care settings.*

### **\*\* Look and Act Toolkits – Average duration 10 minutes**

The toolkits focus on the identification and actions required for the High Impact/High prevalence risks under Standard 3 of the ACQS.

**Delirium:** Overview; Risk; Signs and symptoms; Actions

**Hearing Loss:** Overview; Risk; Signs and symptoms; Actions.

**Pressure Injuries:** Overview; Risk; Signs and symptoms; Actions.

**Chemical Restraint:** Overview; Risk; Actions

**Medication Management:** Overview; Risk; Commonly Prescribed medications; Signs and symptoms of adverse reactions; Actions.

**Swallowing Difficulties and Choking:** Overview; Risk; Signs and symptoms; Actions.

**Malnutrition and Dehydration:** Overview; Risk; Signs and symptoms; Actions.

**Pain Management:** Overview; Risk; Signs and symptoms of poor pain management; Actions.

**Restrictive Practices – Restraint:** Overview; Risk; Signs and symptoms of harm; Actions.

### **\*\* About Me – Aged Care Quality Standards Videos – Average duration 10 minutes**

These video learning resources present each of the Standards from the consumer perspective.

**Introduction to the Aged Care Quality Standards**

<b>Standard 1: Consumer dignity and choice</b>
<b>Standard 2: Ongoing assessment and planning with consumers</b>
<b>Standard 3: Personal care and clinical care</b>
<b>Standard 4: Services and supports for daily living</b>
<b>Standard 5: Organisation’s service environment</b>
<b>Standard 6: Feedback and complaints</b>
<b>Standard 7: Human resources</b>
<b>Standard 8: Organisational governance</b>

## Learning Activities Aligned to the Aged Care Quality Standards – Average duration 20 minutes

These learning resources provide a depth of knowledge and take a ‘Rights’ based approach to the outcomes, concepts and requirements of the Aged Care Quality Standards.

### STANDARD 1 – Consumer dignity, autonomy and choice

**Dignity and Respect:** *Overview; Dignity and respect in all care settings; Older people’s rights; Worker responsibilities; Principles of respect in care; Respect for diversity.*

**LGBTI People:** *Overview; Challenges facing the LGBTI community; Laws and legislation protecting the LGBTI community; Principles of inclusive care and service delivery; Specific health needs of LGBTI older people.*

**Cultural Diversity and Safety:** *Overview; Peoples rights; Respecting culture and diversity; Cultural competence; Communication; Supporting individual wants and preferences.*

**Privacy and Confidentiality:** *Overview; People’s right to privacy and confidentiality; Strategies and responsibilities to respect privacy and confidentiality; Managing personal information; Responsibilities under the Australian Privacy Law regarding the Notifiable Data Breach (NDB) Scheme.*

### STANDARD 2 – Ongoing assessment and planning with consumers

**Partnering to Plan and Deliver Care:** *(includes advanced care and end of life planning): Overview; Upholding people’s rights to choice, wants, goals and preferences; Responding to changing needs; Support from external services, organisations, groups; Co-ordination; Advanced Care Planning.*

**Documentation, Collaboration and Communication:** *Overview; Reasons for documentation; Responsibilities; “Do’s and “don’ts” of documentation; Principles of collaboration; Communication for safe and quality care and service delivery.*

## STANDARD 3 – Personal care and clinical care

**End of Life Care:** *Overview; Peoples rights; Responding to diverse needs, wants, goals and preferences; Advanced Care Planning; Enduring Guardian; End of life mental, physical, spiritual and social health care; Recognising and responding to indicators of terminal phase of life.*

**Management of Unexpected Deterioration or Change:** *Overview; Issues with quality of care; Recognising and responding; People’s rights to make informed choices and decisions; Safety net process; Key management elements; Communication during handover; Common signs and symptoms as indicators of unexpected deterioration or sudden change.*

**Falls:** *Overview; Falls hazards; Risk assessment; Implementing falls prevention strategies Incident reporting; Safety and assistance after a fall*

**Swallowing Difficulties and Choking:** *Swallowing difficulties: Overview; Common causes; Signs and symptoms; Aspiration pneumonia; Prevention and management strategies; Choking: Overview; Common causes; Signs and symptoms; Prevention and management strategies; Emergency procedures.*

**Medication Management:** *Overview; Safety and quality; Risk of common adverse reactions; Medication errors; High Risk Medications and safety issues; Legal and professional responsibilities; People’s rights; Support to self-administer medication; “Rights” of medication administration; Safety issues relating to routes of administration; Reporting medication incidents.*

**Medication Calculations Refresher:** *Medication dosages and calculations.*

**Delirium:** *Overview; Short- and long-term issues with delirium; Delirium risk factors; Principles of delirium management.*

**Quality Pain Management:** *Overview; Common causes of pain; Signs and symptoms; Barriers to recognition and management; Physical and psychological impact; Principles of pain management.*

**Malnutrition and Dehydration:** *Malnutrition: Overview; Ageing changes and risk factors; People’s rights including choice and preferences; Nutritional needs of the older person; Promoting nutritional well-being and strategies to protect people’s safety; Respect for diversity.  
Dehydration: Overview; Ageing changes and risk factors; Signs and symptoms; Prevention.*

**Infection Prevention and Control:** *Overview; Workplace health and safety responsibilities; Infection transmission and risk factors; Signs and symptoms of common infections for older people; Influenza outbreak response; Gastroenteritis outbreak response; Preventative measures.*

**Antimicrobial Stewardship:** *Overview; Misuse and overuse of antimicrobials; Principles and strategies to achieve antimicrobial stewardship; Relevance to the aged care sector; Everyday practice to reduce antimicrobial resistance.*

**Skin Care and Wound Management:** *Overview; Aged related changes to skin, hair and nails; Risk factors for skin damage; Strategies to reduce or prevent skin damage including skin tears, pressure injuries, and leg ulcers.*

*Wound management: Overview; Wounds and stages of healing; Principles of wound management; Principles of pressure injury management; skin tears and leg ulcers; Physical and psychological impact.*

**Depression:** *Overview; Myths and facts; Risk factors; Signs and symptoms; Respectful and effective care; Range of effective treatments/therapies for older people; Responding to and respecting diversity.*

**Dementia:** *Overview; Progression; Respect and dignity; Supporting independence, communication and safety; Recognising and responding to unmet needs, responses, actions and reactions.*

**Sleep:** *Overview; Ageing related changes; Assessing and Managing sleep problems.*

**Continence:** *Overview; Bladder continence management; Bowel continence management, Dementia and continence care.*

**Oral and Dental Care:** *Overview; Assessing, planning oral and dental care; Supporting independence with oral care; Caring for older people's teeth and dentures; Oral care and dementia.*

**Mobility and Dexterity:** *Overview; Promoting independence; Exercise and activity; Mobility aids and equipment; Dexterity aids and equipment.*

**Sensory Loss:** *Overview; Impact of sensory loss; Signs and causes – loss of hearing, sight, taste, touch and smell; Supporting independence and quality of life; Protecting safety.*

## **STANDARD 4 – Services and supports for daily living**

**Enablement and optimising well-being:** *Overview; Principles of enablement; Service and service user implications; Implementing an enablement model of care.*

**Social Inclusion and Support:** *Overview; Principles of social inclusion; Research on the benefits; Barriers; Supporting social inclusion.*

**Hospitality Services:** *Overview; People's rights; Contributing to people's health, well-being and quality of life; General responsibilities; Protecting people's safety.*

**Food Services to Vulnerable Persons:** *Overview; Food risk management; Food safety programs; Food safety specific issues; High risk foods.*

**The IDDSI Framework and Older People:** *Overview of Dysphagia; Descriptions, Ability and Indications and Testing for Levels 0 -7, Transitional Foods, High Risk Foods.*

## **STANDARD 5 – Organisation's service environment**

**Living Environment:** *Overview; Choices and preferences, Comfort; Safety; Connections and inclusion.*

## STANDARD 6 – Feedback and complaints

**Customer Service in Care:** (includes feedback and complaints): Overview; Customer service, brand and consumer directed care delivery; good and poor customer service; Responding to individual's needs; Barriers to and effective communication skills; Sensitive and courteous handling of complaints and feedback; Continuous improvement.

**Advocacy:** Overview; People's rights to advocacy; Principles of advocacy; Benefits of advocacy; Providing support and access to advocacy services.

**Open Disclosure:** Overview; Open Disclosure and the Charter of Aged Care Rights; Doing Open Disclosure; Organisational support for Open Disclosure.

## STANDARD 7 – Human resources

**Bullying and Harassment:** Overview; Signs of bullying and harassment in the workplace; Responding to workplace bullying and harassment; Strategies for communication and conflict resolution.

**Hazardous Manual Tasks:** Overview; Main types of injuries; Physical, mental and social impact; Injury prevention; Risk management including assessment, reporting and risk control.

**Workplace Aggression:** Overview; Triggers for verbal or physical aggression; Risk management approach to remove or reduce workplace aggression.

**CPR Renew:** Overview; Actions when a person is non-responsive and not breathing normally; Legal issues relating to CPR and first aid; Establishing state of consciousness; Emergency response; Rescue breathing; Chest compressions; Automated External Defibrillator.

## STANDARD 8 – Organisational governance

**Fire Safety:** Overview; Fire Safety; Evacuation; Security; Other emergencies: Overview; Workplace fire hazards and control; Emergency fire safety procedures; Fire process, properties and extinguishment; RACE; Firefighting equipment; Emergency control equipment.

**Work Health and Safety:** General principles; Employee and employer responsibilities; Workplace risk assessment and management; Return to work; Hazardous substances Safety Data Sheets (SDS).

**Organisational Governance:** (including clinical governance) Requirements for aged care providers; Principles of good governance; Supporting people receiving care and services to partner in continuous improvement; Key components for clinical governance; Workforce role – organisational and clinical governance.

**Continuous Improvement:** Overview; Principles of continuous improvement; Checks for continuous improvement; Continuous improvement process.

**Minimising Restrictive Practices:** Overview; Restraint free environment; Legal, ethical and human rights issues; Clinical issues and decision making; Worker responsibilities; Physical and mental health injuries; Alternative strategies to protect people.

**Restrictive Practices; New Requirements:** *Overview; Updated requirements inline with legislative changes.*

**Behaviour Support Plans:** *Overview; Scenario based presentation of the key information from the amendments to the Aged Care Act 1997 and Quality of Care Principles 2014 – Behaviour Support Plans - from the consumer perspective.*

**Elder Abuse:** *Overview; Types and signs of elder abuse; Risk factors and protective factors; Compulsory reporting of reportable assaults.*

### **\*\*Leadership, Management and Professionalism – Average duration 15 minutes**

**Performance Management:** *A scenario-based learning resource exploring the process and practicalities of performance management in aged and health care settings.*

**Workplace Resilience:** *Principles of resilience and learnings from 2021.*

**Professional and Proud:** *Part 1: Qualities and Attitudes. Part 2: Ethics and informed consent. These learning resources are relevant for all workers.*

### **\*\*COVID-19 Learning Resources – Average duration 10 minutes**

**First developed in March 2020 and updated in July 2021.**

**COVID-19 Health Care Video:** *Provides current information about the protection strategies for health care/aged care workers.*

**COVID-19 Health Care Quiz:** *Scenario based assessment.*

**COVID-19 Business Video:** *Provides current information about the protection strategies for business.*

**COVID-19 Business Quiz:** *Scenario based assessment.*

**COVID-19 Keeping It Simple Video:** *A general short video addressing the current protection strategies.*

**COVID-19 Infographic Updates:** *A rolling series of updates for healthcare/aged care workers.*

**\*\* Optimised to work on all devices including mobile phones.**