



ACI NSW Agency
for Clinical
Innovation

GUIDE

Living well in Multipurpose Services (MPS) Resource Guide

Rural Health Network

Collaboration. Innovation. Better Healthcare.

The Agency for Clinical Innovation (ACI) works with clinicians, consumers and managers to design and promote better healthcare for NSW. It does this by:

- *service redesign and evaluation* – applying redesign methodology to assist healthcare providers and consumers to review and improve the quality, effectiveness and efficiency of services
- *specialist advice on healthcare innovation* – advising on the development, evaluation and adoption of healthcare innovations from optimal use through to disinvestment
- *initiatives including guidelines and models of care* – developing a range of evidence-based healthcare improvement initiatives to benefit the NSW health system
- *implementation support* – working with ACI Networks, consumers and healthcare providers to assist delivery of healthcare innovations into practice across metropolitan and rural NSW
- *knowledge sharing* – partnering with healthcare providers to support collaboration, learning capability and knowledge sharing on healthcare innovation and improvement
- *continuous capability building* – working with healthcare providers to build capability in redesign, project management and change management through the Centre for Healthcare Redesign.

ACI Clinical Networks, Taskforces and Institutes provide a unique forum for people to collaborate across clinical specialties and regional and service boundaries to develop successful healthcare innovations.

A priority for the ACI is identifying unwarranted variation in clinical practice and working in partnership with healthcare providers to develop mechanisms to improve clinical practice and patient care.

www.aci.health.nsw.gov.au

AGENCY FOR CLINICAL INNOVATION

Level 4, Sage Building
67 Albert Avenue
Chatswood NSW 2067

PO Box 699 Chatswood NSW 2057
T +61 2 9464 4666 | F +61 2 9464 4728
E info@aci.nsw.gov.au | www.aci.health.nsw.gov.au

SHPN (ACI) XXXXXX, ISBN XXX-X-XXXXX-XXX-X.

Produced by: NSW MPS Reference Group Project team in conjunction with Hannah Halloran, healthy partnerships

Further copies of this publication can be obtained from the Agency for Clinical Innovation website at www.aci.health.nsw.gov.au

Disclaimer: Content within this publication was accurate at the time of publication. This work is copyright. It may be reproduced in whole or part for study or training purposes subject to the inclusion of an acknowledgment of the source. It may not be reproduced for commercial usage or sale. Reproduction for purposes other than those indicated above, requires written permission from the Agency for Clinical Innovation.

Version: Final **Trim:** ACI/D16/4052

Date Amended: 15/09/2016

© **Agency for Clinical Innovation 2016**

Acknowledgements

NSW MPS Reference Group Project team

Viki Brummell	Co-Chair - Network Manager, Aged Care and Rehabilitation Clinical Network, HNE LHD
Leanne Morton	Co-Chair – Change Management Consultant, Health Infrastructure
Rhonda Stewart	Senior Nurse Manager - Bombala and Delegate, SNSW LHD
Nancy Martin	EO/DoN - Kyogle, Nimbin, Urbenville, Bonalbo, NNSW LHD
Maria Roche	Rural Group Manager - Riverina, Murrumbidgee LHD
Rosemary Garthwaite	Rural Group Manager - Border Group, Corowa, Murrumbidgee LHD
Libby Burnheim	HSM - Coonamble, WNSW LHD
Jenny Griffiths	HSM - Nyngan WNSW LHD
Patricia Croft	HSM - Balranald, FWNSW LHD
Lynn Forsyth	Nurse Manager - Dorrigo MPS, MNC LHD
David Cross	Snr Physiotherapist, Gilgandra, WNSW LHD
Jenny Zirkler	Executive Care Manager - Nambucca Valley Care
Cathy Springall	Snr Rural Policy and Planning Officer - Ministry of Health
Mt Patrick Frances	Consumer - Co-Chair Rural Health Network, ACI
Megan James	Implementation Officer, ACI
Jennifer Parkin	Implementation Manager, ACI

Invitees:

Lorna Dicks: Redesign Leader - WNSW LHD

Lorraine Lovitt: NSW Falls Prevention Co-Ordinator – Clinical Excellence Commission (CEC)

Other Key Informants

ACI Rural Health Network Executive Committee

ACI Aged Health Network Executive Committee

ACI Nutrition Network Executive Committee

ACI Health Economics and Evaluation Team (HEET), Patient Experience and Consumer Engagement Team (PEACE), Patient Reported Outcomes and Patient Reported Experience Team (PROMS / PREMS), Centre for Health Care Redesign (CHR)

Australian Commission on Safety and Quality in Health Care (ACSQHC)

Rural Local Health Districts (LHDs)

MPS Executive Steering Committee, Health Infrastructure – Rural LHD Chief Executives

Australian Government Department of Health

HealthShare NSW

Principles of care for people living well in MPS

The Living Well in MPS Collaborative

The *Living Well in MPS Collaborative*^[1] has been designed to support staff to provide care for residents of Multipurpose Services (MPS); not as patients in hospital, but as people living in their home.





Establishing this Collaborative involved a thorough review of the evidence in relation to person-centred practice and wide-ranging consultation with 10 MPS and 2 RACFs across regional and rural NSW.

The *Living Well in MPS Toolkit* has been developed in alignment with the Commonwealth Department of Health Aged Care Standard 2 (Health and Personal Care) and Standard 3 (Care recipient lifestyle) in order to enhance lifestyle, independence and wellbeing for people who call MPS home. The Toolkit comprises:

- **Principles of Care:** identifying eight key principles designed to improve the quality of life and wellbeing of residents living in MPS residential aged care facilities
- **Self-Assessment Checklist:** designed to help MPS identify their current strengths and weaknesses in relation to the eight key principles and prioritise areas they wish to improve
- **Resource Guide:** of evidence-based resources and strategies which MPS can implement to foster improvements in relation to the eight key principles
- **Evaluation Package:** which will be implemented by participating MPS in order to determine how well the *Living Well in MPS Collaborative* achieves its overall aims.

The *Living Well in MPS toolkit* provides practical strategies which will assist MPS to meet accreditation requirements. MPS facilities which implement the *Living Well in MPS Principles of Care* through a range of actions will be creating evidence which demonstrates compliance with ACSQHC accreditation.

Contents

Acknowledgements	ii
Principles of care for people living well in MPS	iii
Contents	iv
 Respect for Rights as an individual.....	1
 Informed & involved	5
 Comprehensive assessment & care planning	7
 Homelike environment	10
 Recreational & leisure activities	12
 Positive dining experience.....	14
 Multidisciplinary services.....	16
 Expertise in aged care	17
Work currently in progress	19
General Aged Care resources	20



Respect for Rights as an individual

Aim	Strategy for Small Scale Change	Resource Description	Source/Contact
<p>Assist MPS to adopt Person-Centred Care practices which involve and engage residents, carers and families in shared decision making and choices regarding their care.</p>	<ul style="list-style-type: none"> Initiate assessment with resident and carer Regular Multidisciplinary Team meetings include Residents and Carers 	<p>50 point action checklist to assess Person-Centred Care practices. Based around Butterfly House approach. This document was endorsed by Alzheimer's Society (UK) and has recently been revised by the author.</p>	<p>Sheard D. Inspiring: Culture change matters in dementia care. The 50 Point Action Checklist [Internet]. Dementia Care Matters; 2016 [cited 2016 Aug]. Available from: www.dementiacarematters.com/pdf/50pointchecklist.pdf</p>
	<ul style="list-style-type: none"> Regular Residents meetings Regular case conferences with carers / families 	<p>Aged and Community Services (ACS) Association have developed tools, instruments and resources to assess Person-Centred Practice: <i>The Guide to Implementing person-centred care in your health service</i> (July 2008)</p>	<p>Aged and Community Services (ACS). Guide to implementing person-centred practice in your health service. [Internet]. Aged and Community Services; 2008 [cited 2016 Aug]. Available from: https://www.acs.asn.au/wcm/documents/ACS%20Website/Resources/Wellness%20Reablement/Tools/Guide%20to%20Implementing%20Person%20Centred%20Practice%20in%20Aged%20Care.pdf</p>
	<ul style="list-style-type: none"> Focus on enablement – what the Resident can do rather than what they can't do Check hearing aid batteries, clean spectacles, dentures fitting correctly 	<p>Department of Health, Victoria has numerous Dementia Friendly checklists available. Includes sensory stimulation checklist, maintaining personal identity, communication strategies.</p>	<p>Department of Health & Human Services, State Government of Victoria. Dementia-friendly environments [Internet]. Melbourne VIC: Department of Health & Human Services; 2015 [cited 2016 Aug]. Available from: https://www2.health.vic.gov.au/ageing-and-aged-care/dementia-friendly-environments</p>
	<ul style="list-style-type: none"> Consistent rostering to build relationships Flexible shower times Allocate a staff 'Champion' for each Resident (advocacy, 	<p><i>The Well for Life toolkit</i>, published by the Victorian Government promotes healthy ageing and is consistent with the approach of person-centered care, re-ablement and restorative care. Toolkit contains checklists and interventions for wellbeing, anxiety and depression; supporting what works to promote emotional wellbeing and nutrition and physical activity for Residents of Aged Care facilities.</p>	<p>State of Victoria, Department of Health. Well for Life; Improving emotional wellbeing for older people in residential aged care [Internet]. Melbourne VIC: Department of Health; 2010 [cited 2016 Aug]. Available from: https://www2.health.vic.gov.au/ageing-and-aged-care/wellbeing-and-participation/healthy-ageing/well-for-life</p>

Aim	Strategy for Small Scale Change	Resource Description	Source/Contact
	<p>continuity of Care)</p> <ul style="list-style-type: none"> • Life story boards • Focus on personal rather than clinical needs • Regular toileting and rounding 	<p><i>Person-Centred Care Modules</i> are available via HETI On-line. Code 43392513</p>	<p>Health Education and Training Institute https://hetionline.cit.health.nsw.gov.au</p>
		<p>Institute for Healthcare Improvement (IHI) practical, Patient-Centred Care tools and a Self-Assessment Improvement Guide.</p>	<p>Frampton S, Guastello S, Brady C, Hale M, Horowitz S, Bennett Smith S, Stone S. Patient-Centered Care Improvement Guide [Internet]. Derby, Connecticut: Planetree; 2008 [cited 2016 Aug]. Available from: http://patient-centeredcare.org/ or http://www.ihl.org/resources/pages/tools/patientcenteredcareimprovementguide.aspx</p>
		<p>Hammond Care has released <i>Design Principles for Dementia Specific Buildings</i> to assist in making therapeutic changes to a building to promote dignity, self-esteem and autonomy.</p>	<p>http://www.hammond.com.au/services/residential-aged-care/dementia-design</p>
		<p>Alzheimers Australia released a paper in 2004; <i>Dementia Care and the Built Environment</i>, which provides a starting point for people to think about dementia design issues and highlights ways in which the challenges of designing for people with dementia can be met.</p>	<p>https://www.fightdementia.org.au/files/20040600_Nat_NP_3DemCareBuiltEnv.pdf</p>
		<p>The Aged Care Branch, Victoria Department of Health has released a suite of documents to inform residential aged care and 'dementia-friendly environments'</p>	<p>Department of Health & Human Services. Dementia-friendly environments [Internet]. Melbourne VIC: State of Victoria; 2015 [cited 2016 May]. Available from: https://www2.health.vic.gov.au/ageing-and-aged-care/dementia-friendly-environments</p>

Aim	Strategy for Small Scale Change	Resource Description	Source/Contact
<p>Enable cultural, spiritual and emotional awareness and sensitivity for Residents with specific needs including Aboriginal Torres Strait Islander (ATSI), Culturally and Linguistically Diverse (CALD) and Refugee Populations</p>	<ul style="list-style-type: none"> Establish referral patterns / services for emotional and spiritual support Referral to Community Visitor Scheme (CVS) by Aged Care Provider, family member or friend. Aboriginal Health Worker roles can support culturally appropriate Residential Aged Care practices and maintain connection to the community 	<p>Gay and Lesbian Health Victoria (GLHV) and Quality Innovation Performance (QIP) have developed <i>Rainbow Tick Standards</i> for safe and inclusive service delivery for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people. The standards are supported by documents including <i>Well Proud</i> (a guide to GLBTI inclusive practices), an audit tool and a guide for rural services.</p>	<p>Gay and Lesbian Health Victoria (GLHV). LGBTI Inclusive Practice. Service accreditation (The Rainbow Tick) [Internet]. Melbourne VIC: GLHV [cited 2016 Aug]. Available from: http://www.glhv.org.au/lgbti-inclusive-practice</p>
		<p>The Australian Centre for Evidence Based Aged Care at La Trobe University has developed a booklet titled <i>Sexuality and people in residential aged care facilities: A guide for partners and families</i>. This booklet provides useful resources to help families and aged care facility staff understand what sexuality means and how residents and family members can be supported.</p>	<p>La Trobe University, as represented by the Dementia Collaborative Research Centre – Carers and Consumers (2016). http://www.latrobe.edu.au/__data/assets/pdf_file/0009/746712/Sexuality-and-people-in-residential-aged-care.pdf</p>
		<p>Aged Care recipients come from a variety of social and cultural backgrounds. The Community Visitors Scheme (CVS) provides support to older Australians by allocating funding to community-based organisations, to recruit, train and support approved volunteers to make regular visits to socially and or culturally isolated recipients of Australian Government subsidised aged care services.</p>	<p>Department of Health. Ageing and Aged Care. Community Visitors Scheme [Internet]. Commonwealth of Australia; 2015 [cited 2016 Aug]. Available from: http://agedcare.health.gov.au/older-people-their-families-and-carers/community-visitors-scheme</p>
		<p>Disability Care Australia identified key components of Person-Centred Care planning and a range of tools in 2013: <i>Good Practice Guidelines for Person-Centred Planning and Goal Setting for</i></p>	<p>Richmond PRA. Good Practice Guidelines for Person-Centred Planning and Goal Setting for People with Psychosocial Disability [Internet]. DisabilityCare Australia; 2013 [cited 2016 Aug]. Available from: http://www.ndis.gov.au/sites/default/files/documents/Pro</p>

Aim	Strategy for Small Scale Change	Resource Description	Source/Contact
		<i>People with Psychosocial Disability.</i>	ject_Report_Final.pdf



Informed & involved

Aim	Strategy for Small Scale Change	Resource Description	Source/Contact
Standardise preadmission processes	<ul style="list-style-type: none"> Develop a Resident / Family Handbook Collect routine ACDs pre-admission Collect a Resident Profile for every Resident on admission (who the person was / is). 	<p>Advance Care Directives (ACD), end-of-life care guidelines.</p> <p>Enduring Guardianship / Power of Attorney</p> <p>Requirements for admission Residential Service Agreement Financial considerations Local community information and services</p>	<p>NSW Ministry of Health. End-of-Life Care and Decision-Making – Guidelines GL2005_057 [Internet]. Office of the Chief Health Officer, Ministry of Health; 2005 [cited 2016 Aug]. Available from: http://www0.health.nsw.gov.au/policies/gl/2005/GL2005_057.html</p> <p>Clinical Excellence Commission. End of Life Program [Internet]. Clinical Excellence Commission; 2016 [cited 2016 Aug]. Available from: http://www.cec.health.nsw.gov.au/programs/end-of-life-care</p> <p>NSW Trustee and Guardian. Appoint and Enduring Guardian [Internet]. NSW Office for Ageing, NSW Trustee and Guardian and NSW Public Guardian [cited 2016 Aug]. Available from: http://planningaheadtools.com.au/appoint-an-enduring-guardian/</p> <p>NSW Trustee and Guardian. Attorney Frequently Asked Questions [Internet]. NSW Trustee and Guardian [cited 2016 Aug]. Available from: http://www.tag.nsw.gov.au/attorney-faqs.html</p> <p>Agency for Clinical Innovation. Principle 5: Communication processes to support person centred care [Internet]. Agency for Clinical Innovation: Chatswood NSW; 2016 [cited 2016 Aug]. Available from: http://www.aci.health.nsw.gov.au/chops/chops-key-principles/effective-communication-to-enhance-care/get-to-know-your-patients</p>

Aim	Strategy for Small Scale Change	Resource Description	Source/Contact
		<p>The resident profile tool developed by the Alzheimer's Society (UK) aims to support people with dementia in unfamiliar environments.</p> <p>The Sunflower Tool is designed to support staff to get to know older people, and to personalise care.</p> <p>Top 5 is a simple process which encourages health professionals to engage with carers to personalise care.</p>	<p>Alzheimer's Society. This is me [Internet]. Alzheimer's Society: London; 2016 [cited 2016 Aug]. Available from: https://www.alzheimers.org.uk/site/scripts/download_info.php?fileID=1604</p> <p>Agency for Clinical Innovation. Key Principles for Care of Confused Hospitalised Older Persons [Internet]. Agency for Clinical Innovation: Chatswood; 2015 [cited 2016 Aug]. Available from: http://www.aci.health.nsw.gov.au/chops/chops-key-principles/effective-communication-to-enhance-care/resources-and-useful-links</p> <p>Clinical Excellence Commission. Partnering with patients [Internet]. Clinical Excellence Commission: Haymarket NSW 2016 [cited 2016 Aug]. Available from: http://www.cec.health.nsw.gov.au/programs/partnering-with-patients/top5</p>
Residential Aged Care information is easy to navigate.	<ul style="list-style-type: none"> ● Create an MPS Website per LHD ● Develop a local brochure ● Have public Open Days / BBQs to showcase MPS 	<i>MyAged Care Website</i> is a National Portal to assist older people and their families access aged care information. Tailored support is also available for older veterans who are financially disadvantaged, and those living away from large towns.	http://www.myagedcare.gov.au/ Contact Centre Monday – Saturday 1800 200 422
Standardise Admission Process on entry to Residential Aged Care	<ul style="list-style-type: none"> ● Develop a standardised Welcome Pack and checklist ● Develop a fact sheet of services available e.g. daily routine, uniforms, visiting services 	<p>Personalise the admission process and introduction to facility.</p> <p>Maximise Community involvement</p>	



Comprehensive assessment & care planning

Aim	Strategy for Small Scale Change	Resource Description	Source/Contact
<p>Make comprehensive assessment and screening tools easily available</p>	<ul style="list-style-type: none"> Centralise LHD assessment tools as a 'Toolkit' (continence, pain, skin care, behavioural and cognition, sensory loss, sleep, dexterity and falls) 	<p>The Clinical Excellence Commission (CEC) "<i>Falls is everyone's business</i>" provides information and resources for clinicians and for residents or families.</p> <p>The NSW Falls Prevention website provides information, guidelines and various resources to prevent falls.</p>	<p>Clinical Excellence Commission. Falls Prevention [Internet]. Clinical Excellence Commission: Haymarket; 2016 [cited 2016 Aug]. Available from: http://www.cec.health.nsw.gov.au/patient-safety-programs/adult-patient-safety/falls-prevention</p> <p>NSW Falls Prevention Network: http://fallsnetwork.neura.edu.au/</p>
	<ul style="list-style-type: none"> Collect a suite of screening tools (falls, nutrition, cognition, dementia) Join the NSW Falls Prevention Network 	<p><i>Aged Care Assessment</i> - There are no legislative requirements for an Aged Care Assessment to access any service delivered by an MPS. Comprehensive aged care assessment can be undertaken <u>prior to admission</u> to the MPS to determine appropriate services.</p>	<p>Australian Government. Agreements with your aged care home [Internet]. Commonwealth of Australia: Canberra; 2015 [cited 2016 Aug]. Available from: http://www.myagedcare.gov.au/#!/considering-aged-care-home/agreements-your-aged-care-home</p>
	<ul style="list-style-type: none"> Focus on a 'Living Care Plan' based on Activities of Daily Living– not just clinical needs Add Nutrition as part of the admission assessment eg need for additional supplements 	<p>Clinical Excellence Commission: developed a Top 5 toolkit in 2012 to personalise care for residents with dementia; involves identifying 5 strategies with carers to personalise care.</p>	<p>Clinical Excellence Commission. Top 5 Toolkit Residential Aged Care Facilities. Integrating carer knowledge to improve care for residents with dementia. [Internet]. Clinical Excellence Commission: Haymarket NSW; 2014 [cited 2016 Aug]. Available from: http://www.cec.health.nsw.gov.au/__data/assets/pdf_file/0/012/295977/RACF-toolkit.pdf</p>
	<ul style="list-style-type: none"> Create Life Board for each Resident 	<p>Central Coast LHD's food and nutrition resource provides detailed information about dietary requirements, mealtime environment and enjoyment, preventing malnutrition and special dietary requirements. Several useful tools for improvement are also included.</p>	<p>Bartl R, Bunney C. Best Practice Food and Nutrition Manual for Aged Care Homes Edition 2. [Internet]. Central Coast Local Health District: Gosford; 2015 [cited 2016 Aug]. Available from: http://www.cclhd.health.nsw.gov.au/ourservices/nutrition/Pages/Public-Health-Nutrition.aspx</p>

Aim	Strategy for Small Scale Change	Resource Description	Source/Contact
	<ul style="list-style-type: none"> • Story Telling 	<p>BUPA Life Boards are a <i>Map of Life</i> for all new Residents detailing life stories, likes and dislikes to assist in tailoring care to meet individual needs. Life Boards increase the focus on personal rather than clinical needs.</p>	<p>Bupa Aged Care. Bupa Lifeboards [video on the Internet]. 2012 Mar 29 [cited 2016 Aug 25]. Available from: https://www.youtube.com/watch?v=0y1ijJ0BmzY</p>
	<ul style="list-style-type: none"> • Adapting Physical environment 	<p>The Agency for Clinical Innovation have developed ten key principles that define an appropriate physical environment for the care of people with dementia and describes the use of audit tools to assist with identifying areas for improvement.</p>	<p>Key Principles for Improving Healthcare Environments for People with Dementia available from: http://www.aci.health.nsw.gov.au/__data/assets/pdf_file/0019/280270/ACI_Key_Principles_for_Improving_Healthcare_Environments_for_People_with_Dementia.PDF</p>
	<ul style="list-style-type: none"> • Enabling Dementia environments 	<p>The Dementia Enabling Environment Project (DEEP) Virtual Information Centre provides practical tips, guides and resources to help make environments more dementia enabling. Use this interactive site to explore different home settings and learn more about key design principles in each area of the house and to download useful information and resources.</p>	<p>The Dementia Enabling Environment Project (DEEP) Virtual Information Centre available from: http://www.enablingenvironments.com.au/</p>
	<ul style="list-style-type: none"> • Palliative Care 	<p>The Palliative Care Toolkit is a comprehensive step by step guide to implementing a palliative approach in residential aged care facilities (RACFs). The Toolkit includes policies and procedures and education for staff, as well as resources and videos for friends and relatives of residents of RACFs.</p>	<p>The National roll out of the Palliative Care Approach Toolkit for Residential Aged Care Facilities project is funded by the Australian Government Department of Health under the Encouraging Better Practice in Aged Care Initiative. https://www.caresearch.com.au/caresearch/tabid/3629/Default.aspx</p>
<p>Increase MDT services available to residents through accessing available Medicare Benefits</p>	<ul style="list-style-type: none"> • Access MBS Item Numbers to increase services 	<p>Australian Government; <i>Medicare Benefit Scheme (MBS) and health assessments</i> – MBS-rebateable services include attendances and comprehensive aged care assessments in RACFs, and contributions to</p>	<p>Domiciliary and Residential Management Reviews http://www9.health.gov.au/mbs/search.cfm?q=903&sopt=l&=&http://www9.health.gov.au/mbs/search.cfm?q=Comprehensive+Medical+Assessment&Submit=&sopt=S</p>

Aim	Strategy for Small Scale Change	Resource Description	Source/Contact
Scheme Item numbers.		<p>Care Plans</p> <p>Residential Medication Management Reviews (RMMR) is an MBS item for permanent residents of a residential aged care facility (RACF). It involves collaboration between a GP and a pharmacist to review the medication management needs of a resident</p>	<p>Residential Medication Management Reviews http://www.health.gov.au/internet/main/publishing.nsf/Content/rmmrinfoforgp.htm</p>



Homelike environment

Aim	Strategy for Small Scale Change	Resource Description	Source/Contact
<p>De-institutionalise the environment and create a warm and calm atmosphere.</p>	<ul style="list-style-type: none"> • Use language of home • Replicate an environment as close to home as possible • Hand massage / aromatherapy • Enable access to outdoors • Create small scale living areas / quiet corners 	<p>Staff (and residents who have been in care for some time) need time to 'unlearn' the habits of institutional practices and change thinking and behaviour to promote independence, wellness and quality of life.</p> <p>In Eden Alternative homes, the person-centred approach includes involvement of children, animals and plants. These enliven the environment and create an atmosphere reminiscent of home.</p>	<p>The Eden Alternative. The Eden alternative in care communities [Internet]. Rochester NY: The Eden Alternative; 2016 [cited 2016 Aug 19]. Available from: http://www.edenalt.org/home-version-3/the-eden-alternative-in-care-communities/</p>
	<ul style="list-style-type: none"> • Background music • Establish Happy Hour 	<p>Support ageing in place. During episodes of subacute care, the Resident is managed in his / her room. An acute admission wrist band is applied and a bed in the sub-acute section is deemed unavailable.</p>	
	<ul style="list-style-type: none"> • Engage in meaningful activity • Coding within the facility • Introduce a risk notification Consent Form 	<p>Manage risk and allow certain behaviours through written consent by Resident / Family / Carer and Medical Officer. For example, walking outside may lead to falls but can also increase the resident's quality of life.</p>	<p>Acknowledgement of Risk Consent forms are utilised in privately operated Residential Aged Care Facilities' The Aged and Community Services NSW / ACT Conference 2016 Panel Discussion; Dignity of Risk V Duty of Care http://www.australianageingagenda.com.au/2016/05/11/balancing-act-dignity-risk-vs-duty-care/</p>

Aim	Strategy for Small Scale Change	Resource Description	Source/Contact
Support staff to identify opportunities to modify the MPS facility environment.	<ul style="list-style-type: none"> ● Bookshelf poster on external door to distract wanderers 	A comprehensive list of A-Z of strategies, checklists and tools and practical ideas to promote living with meaning and purpose; family involvement, gardens, lighting, pain relief, spirituality and staff development.	Department of Health & Human Services. Strategies, checklists and tools [Internet]. Melbourne VIC: State of Victoria; 2015 [cited 2016 Aug]. Available from: https://www2.health.vic.gov.au/ageing-and-aged-care/dementia-friendly-environments/strategies-checklists-tools
	<ul style="list-style-type: none"> ● Create vegie garden ● Facility pet or regular visiting pet therapy 	Homelike environment checklist	Department of Health & Human Services. Homelike environment [Internet]. Melbourne VIC: State of Victoria; 2015 [cited 2016 Aug]. Available from: https://www2.health.vic.gov.au/ageing-and-aged-care/dementia-friendly-environments/strategies-checklists-tools/home-like-environment
	<ul style="list-style-type: none"> ● Personalise bedrooms ● Create Resident access to internet / email 	Gardens and outdoor spaces checklist	Department of Health & Human Services. Gardens and outdoor spaces checklist [Internet]. Melbourne VIC: State of Victoria; 2015 [cited 2016 Aug]. Available from: https://www2.health.vic.gov.au/ageing-and-aged-care/dementia-friendly-environments/strategies-checklists-tools/outdoors-checklist
		Pet Friendly environment; the implementation and coordination of animal interventions and visitation programs for organisations in NSW.	NSW Ministry of Health. Animals Visits and Interventions in Public and Private Health Service in NSW GL2012_007 [Internet]. NSW Ministry of Health: North Sydney; 2012 [cited 2016 Aug]. Available from: http://www0.health.nsw.gov.au/policies/gl/2012/pdf/GL2012_007.pdf



Recreational & leisure activities

Aim	Strategy for Small Scale Change	Resource Description	Source/Contact
<p>Access staff development programs to upskill staff</p>	<ul style="list-style-type: none"> Access Minimum Aged Care Recreational Qualification 	<p>The <i>Certificate IV in Leisure and Health</i> course is for people who work or want to work in residential facilities, community agencies or day centres as a leisure officer, recreational activities officer, diversional therapy assistant and is the minimum recognised qualification to work in the field.</p>	<p>TAFE Sydney: https://wsi.tafensw.edu.au/course/leisure-and-health-certificate-4/</p>
	<ul style="list-style-type: none"> Review Position Description for Allied Health Assistant / Recreational Officer 	<p>Allied Health Assistant and / or Recreational Officer roles exist in WNSW LHD.</p>	<p>Access Position Description – Blayney MPS, WNSW LHD http://www.health.nsw.gov.au/lhd/pages/wnswlhd.aspx https://www.myhospitals.gov.au/hospital/1157L2020/blayney-multi-purpose-service</p>
	<ul style="list-style-type: none"> Involve the Residents in developing a compendium of potential leisure activities 	<p>Aboriginal Health Worker (AHW) roles help support culturally appropriate activities for Aboriginal residents.</p>	<p>AHW Position Description - Balranald MPS, FWNSW LHD http://www.fwlhd.health.nsw.gov.au/ https://www.myhospitals.gov.au/hospital/1157M2020/balranald-multi-purpose-service</p>
	<ul style="list-style-type: none"> Access membership to a Professional Organisation e.g. Golden Carers or Diversional Therapy Australia 	<p>Diversional Therapy Australia membership provides opportunity for workshops and professional development</p>	<p>Diversional Therapy Australia. Home [Internet]. Diversional Therapy Australia: North Ryde; 2016. Available from: http://diversionaltherapy.org.au/</p>
	<ul style="list-style-type: none"> Access membership to a Professional Organisation e.g. Golden Carers or Diversional Therapy Australia 	<p><i>beyondblue</i> have designed a booklet for staff working in community or residential aged care services - a range of interventions that promote emotional wellbeing or help people with anxiety or depression</p>	<p>Wells Y, Bhar S, Kinsella G, Kowalski, C, Merkes M, Patchett, A, Salzmann B, Teshuva, K, & van Holsteyn J. What works to promote emotional wellbeing in older people: A guide for aged care staff working in community or residential care settings [Internet]. Melbourne: beyondblue; 2014 [cited 2016 Aug]. Available from: http://resources.beyondblue.org.au/prism/file?token=BL/1263A</p>
	<ul style="list-style-type: none"> Access membership to a Professional Organisation e.g. Golden Carers or Diversional Therapy Australia 	<p><i>Golden Carers</i> membership provides access to Activities for Seniors, Games, Trivia, Crafts, Care Plans, Check Lists, Evaluations, Case Studies and email updates monthly.</p>	<p>Further information available from: http://www.goldencarers.com/activities/</p>

Aim	Strategy for Small Scale Change	Resource Description	Source/Contact
<p>Maintain personal and social relationships, and links to the community; programs and resources available locally</p>	<ul style="list-style-type: none"> ● Create a central registry of local community programs / exercise providers who can provide programs within the MPS 	<p>Make use of community resources: Strong Steps, Day on the Green, Move 2 Music, Stepping On, Tai Chi, Exercise Groups, Men's Shed, School Groups, Mothers Groups, Church</p>	<p>View Community Based Exercise Programs http://www.activeandhealthy.nsw.gov.au/</p>
	<ul style="list-style-type: none"> ● Create networks with private RACFs – share programs ● Open day for potential volunteers ● Review and simplify Volunteer Package 	<p>Utilise Volunteers – a community's most valuable asset Supporting Dementia and Delirium Care with Volunteers Program: In partnership between SNSW LHD and Alzheimer's NSW, volunteers were recruited and trained for a structured person-centred dementia-delirium hospital volunteer program. The volunteer intervention provides one to one emotional support and practical assistance aimed at reducing delirium risk to patients with cognitive impairment. A Manual has been developed for LHDs to adopt the program locally.</p>	<p>See ACI Innovation Exchange: Supporting Dementia and Delirium Care with Volunteers (SNSW LHD) http://www.aci.health.nsw.gov.au/ie/projects/supporting-dementia-and-delirium-care-with-volunteers</p>
	<ul style="list-style-type: none"> ● Community members host activities held at the MPS eg card games ● Negotiate Service Level Agreement LHD / CHSP 	<p>Utilise Commonwealth Home Support Program (CHSP) Transport for regular outings</p>	<p>Australian Government. Commonwealth Home Support Programme [Internet]. Commonwealth of Australia; 2016 [cited 2016 Aug]. Available from: http://www.myagedcare.gov.au/aged-care-services/commonwealth-home-support-programme</p>
	<ul style="list-style-type: none"> ● Inclusion of Aboriginal or Ethnic Organisations 	<p>Embed activities that have meaning and purpose into daily life. This fact sheet provides some prompts for how to achieve this.</p>	<p>Department of Health & Human Services Activities of meaning and purpose [Internet]. Melbourne VIC: State of Victoria; 2015 [cited 2016 Aug]. Available from: https://www2.health.vic.gov.au/ageing-and-aged-care/dementia-friendly-environments/strategies-checklists-tools/activities</p>
<p>Offer a range of leisure activities for Residents, including those with Dementia</p>	<ul style="list-style-type: none"> ● Network MPS s to share programs / activity calendars ● Create peer support networks with LHD Regional centres 		



Positive dining experience

Aim	Strategy for Small Scale Change	Resource Description	Contact
<p>Increase focus on meal presentation and aromas as a stimulus for appetite.</p>	<ul style="list-style-type: none">• Use tablecloths / serviettes not paper place mats• Condiment trays on the table (sauces, salt/pepper, jams / spreads)• Serve mains and desserts separately• Use crockery eg tea cups, not thick plastic cups where appropriate• Decant desserts from pre-packaged containers• Aromas: Coffee brewing, toast cooking	<p>NSW Health has moved to procurement of food and nutrition which is prepared and supplied through centralised food services. Many MPS are seconded to this arrangement through LHD Contracts and do not have the capacity to cook fresh meals.</p>	<p>The Ministry of Health and ACI are finalising a Nutrition Care Policy (2016) which will standardise compliance by LHDs and Health Organisations who provide food and nutrition care.</p>

Aim	Strategy for Small Scale Change	Resource Description	Contact
Provide choices and options to improve the Residents' dining experience.	<ul style="list-style-type: none"> • Flexible meal times • Flexible meal menu variety eg fish and chips in newspaper • Preferred dining areas eg room service, on the verandah • Small dining tables • Have BBQs • Involve Families • Special Occasion Meals; high teas, birthday parties, themed meals eg Melbourne Cup 	<p>This tool provides prompts to improve the eating environment, and eating enjoyment for residents.</p> <p>This checklist provides a list of options (low, moderate, high cost) for improving the dining experience for residents. It also includes links to numerous resources.</p> <p>BBQs are not an issue provided the cook has had Food Safety training.</p>	<p>Department of Health & Human Services. Eating with enjoyment [Internet]. Melbourne VIC: State of Victoria; 2015 [cited 2016 Aug]. Available from: https://www2.health.vic.gov.au/ageing-and-aged-care/dementia-friendly-environments/strategies-checklists-tools/eating-checklist</p> <p>Department of Health & Human Services. Eating with enjoyment [Internet]. Melbourne VIC: State of Victoria; 2015 [cited 2016 Aug]. Available from: https://www2.health.vic.gov.au/ageing-and-aged-care/dementia-friendly-environments/dining-areas-kitchens</p>
Ensure that Residents' nutritional needs are met.	<ul style="list-style-type: none"> • Malnutrition Screening is part of routine assessment at admission and monthly • Independent assessment for resident's capacity to eat and drink independently • Network with Regional Centres for regular Dietetic Review • Monthly weighs • Allow extra time for residents to eat meals 	<p>LHD Malnutrition Screening Tool (3 questions). A simple tool implemented monthly by all staff, including volunteers with minimal training required. An Action Plan is generated to address any gaps identified. Referral to a Dietitian for scores of >2.</p> <p>The Public Health Nutrition team provides written material and other resources to enable older people and their carers to receive practical and accurate nutrition information. The Best Practice Food and Nutrition Manual, Volume 2 has been developed to help aged care homes provide optimal, safe, nutritious and enjoyable food for residents.</p>	<p>Access the Malnutrition Screening Tool at: https://www.health.qld.gov.au/nutrition/resources/hphe_mst_pstr.pdf</p> <p>Nutrition screening for malnutrition training available via HETI: http://www.heti.nsw.gov.au/Courses/Nutrition-Screening-for-Malnutrition/</p> <p>Bartl R, Bunney C. Best Practice Food and Nutrition Manual for Aged Care Homes Edition 2. [Internet]. Central Coast Local Health District: Gosford; 2015 [cited 2016 Aug]. Available from: http://www.cclhd.health.nsw.gov.au/ourservices/nutrition/Pages/Public-Health-Nutrition.aspx</p>



Multidisciplinary services

Aim	Strategy for Small Scale Change	Resource Description	Contact
<p>Enable access to Multidisciplinary Services to meet Resident's needs and to strengthen rehabilitation and maintenance restoration programs.</p>	<ul style="list-style-type: none">● Access Enhanced Primary Care (EPC) MBS Item Nos for Allied Health● Access Private Health Insurance	<p>Residents can be eligible for up to five Medicare-rebateable individual allied health services per year via the Chronic Disease Management MBS items (eg. MBS Item No 731). This is in addition to those already provided at no additional cost by the residential aged care facility.</p>	<p>Information about MBS items is available from: http://www.health.gov.au/mbsprimarycareitemsand http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/Home</p>
	<ul style="list-style-type: none">● Access Transitional Aged Care Program services● Develop referral pathways and networks with Non-Government Organisations and Regional Referral centres.	<p>MBS Item numbers for <i>Telehealth</i>: Residential Aged Care Facility to GP/Specialist/Nurse Practitioner. Geriatricians can claim the consultant physician item number, and different numbers as per their consultation.</p>	<p>Information about MBS items is available from: http://www.health.gov.au/mbsprimarycareitemsand http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/Home</p>



Expertise in aged care

Aim	Strategy for Small Scale Change	Resource Description	Source/Contact
Access available resources to develop staff expertise	<ul style="list-style-type: none"> Utilise telehealth and online modalities 	Dementia Training Study Centres (DTSC) offer a range of different types of eLearning web-based modules and assessments	More information available from: http://web.dtsc.com.au/dementia-training-study-centres/elearning/
	<ul style="list-style-type: none"> Commence Aged Care Grand Rounds Reward and Recognition Program in Aged Care 	The Dementia Care Competency & Training Network provides online dementia education aimed to improve clinician knowledge in caring for people with dementia through five facilitated person-centred programs. The courses certify clinical competence and are accessible 24/7.	To access the Dementia Care and Training Network go to: Website: http://dementiacare.health.nsw.gov.au Email: Support.DementiaCare@ncahs.health.nsw.gov.au
	<ul style="list-style-type: none"> Review Position Descriptions to include Aged and Palliative Care competencies 	Australian Institute for Patient and Family Centred Care: Training Packages for Health Professionals	More information available from: www.aipfcc.org.au
	<ul style="list-style-type: none"> Access Minimum Qualification to work in Aged Sections of MPS 	Aged Care education is available for relevant staff. CHC33015 Certificate III in Individual Support available through Registered Training Organisations (RTOs) for people who work or want to work in residential aged care facilities.	Information about courses across the state from: https://www.tafensw.edu.au/courses/tafe-nsw-course-search
	<ul style="list-style-type: none"> Start a journal club 	Train managers in leadership and aged care skills	HETI: NSW Health Leadership Program http://www.heti.nsw.gov.au/Programs/Leadership/Clinicians-and-Executives-Team-Leadership-Program-CETL/ Clinical Excellence Commission: Clinical Leadership Program http://www.cec.health.nsw.gov.au/programs/clinical-leadership NSW Health: Essentials of Care Program http://www.health.nsw.gov.au/nursing/projects/Pages/eoc.aspx Health Workforce Australia: The Australian Aged Care Capability Leadership Framework www.cshisc.com.au/media/.../Aged_Care_Leadership_Capability_Framework.pdf

Aim	Strategy for Small Scale Change	Resource Description	Source/Contact
Strengthen Aged Care as core business within MPS Facilities	<ul style="list-style-type: none"> ● Network MPS Facilities within and across LHD Boundaries to share resources ● Create LHD wide residential aged care streams or communities of practice for older persons' health ● Include Aged and Palliative Care on In-service Calendar 	Framework and Terms of Reference exist for HNE LHD MPS Grand Rounds using Telehealth to link MPS sites for case study discussions and education.	Network Manager, Aged Care and Rehabilitation Services Clinical Network, HNE LHD

Work currently in progress

Aim	Resource Description	Source/Contact
Food and Nutrition	<p><i>Dietitians Association Australia (DAA)</i>, in association with Dietitians New Zealand, is leading a working party in 2016 to develop National Residential Aged Care Menu Assessment Guidelines for Nutrition and Menu planning for Residential Aged Care facilities.</p>	<p>Dietitians Association Australia (DAA) http://daa.asn.au/</p>
	<p><i>My Food Choice</i> is a new service delivery model being piloted by HealthShare NSW (HSS) to transform the way meals are prepared and served. MyFoodChoice utilises prepackaged meals which are reheated in burlodge carts or microwaves and allows more choice, variety and aromas of food reheating. An MPS hybrid model is currently being investigated.</p>	<p>Blacktown and Mount Druitt Health is to implement the new system 2016: HealthShare NSW and eHealth NSW http://www.healthshare.nsw.gov.au/features/my_food_choice_to_transform_patient_meal_service</p>
Electronic Medical Records for Residential Aged Care	<p><i>NSW eHealth</i> are leading a working party in 2016 to build Cerner capability to create an electronic Medical Record for RACFs.</p>	<p>Rural Project Manager, NSW eHealth http://www.ehealth.nsw.gov.au/contact</p>
LHD Working Parties	<p><i>HNE LHD</i> is developing a Welcome Pack for prospective MPS residents, and templates for a Resident Profile, Welcome Letter, Resident Handbook, MPS Pamphlet and Appendices. The Residential Agreement has also been reviewed.</p>	<p>Network Manager, Aged Care and Rehabilitation Services Clinical Network, HNE LHD. http://www.health.nsw.gov.au/lhd/pages/hnelhd.aspx</p>
	<p><i>Murrumbidgee LHD</i> are developing a Welcome Pack and reviewing the Residential Aged Care Agreement, current assessment forms and care plans, and are using the electronic medical record system ManadPlus Management Advantage System.</p>	<p>Change Manager, Multipurpose Service Program 5, Murrumbidgee LHD. http://www.mlhd.health.nsw.gov.au/about/contact-us</p>

General Aged Care resources

Resource Description	Source/Contact
<p><i>Confused Hospitalised Older Person (CHOPS)</i> have 7 key principles and tools to provide appropriate care for older people with confusion in hospital, including a cognitive screening tool, delirium risk identification, staff education and care. The Resource Kit assists early identification of delirium.</p>	<p>Agency for Clinical Innovation. CHOPs Key Principles [Internet]. Agency for Clinical Innovation: Chatswood NSW; 2016 [cited 2016 Aug]. Available from: http://www.aci.health.nsw.gov.au/chops</p>
<p>NSW Health: The <i>Multipurpose Services – Policy and Operational Guidelines 2010 PD2010_049</i> are designed to help LHDs provide flexible health and aged care for their communities. It is not intended to cover aspects of service delivery, but broader concepts of Policy and Procedure.</p>	<p>NSW Ministry of Health. Multipurpose Services – Policy and Operational Guidelines PD2010_049 [Internet]. Integrated Care Branch, Ministry of Health; 2010 [cited 2016 Aug]. Available from: http://www0.health.nsw.gov.au/policies/pd/2010/pdf/PD2010_049.pdf</p>
<p>The <i>Guide to Aged Care Law</i>, supports approved providers to comply with their responsibilities under the Aged Care Act 1997 (the Act), and to assist staff of aged care services to understand the regulation of residential aged care. The Guide provides information relating to residential care; home care; flexible care; and residential respite care.</p> <p>The Guide replaces the <i>Residential Care Manual 2013</i>, due to significant changes required to reflect legislative amendments. The Residential Care Manual is no longer up to date.</p>	<p>Australian Government. Guide to Aged Care Law [Internet]. Australian Government, 2016 [cited 2016 Aug]. Available from: http://guides.dss.gov.au/guide-aged-care-law</p> <p>For historical purposes (keeping in mind this information is no longer current), the Residential Care Manual is available from: http://www.resicaremanual.health.gov.au/wp-content/uploads/Residential-Care-Manual-PDF.pdf</p>
<p>Australian Aged Care Quality Agency: <i>Aged Care Standards</i>; 44 expected outcomes across four standards:</p> <ul style="list-style-type: none"> Standard One: Management Systems, staffing and organisational development Standard Two: Health and personal care Standard Three: Care recipient lifestyle Standard Four: Physical environment and safe systems 	<p>Australian Aged Care Quality Agency. Aged Care Standards [Internet]. Australian Government; 2016 [cited 2016 Aug]. Available from: https://www.aacqa.gov.au/for-providers/residential-aged-care/resources/copy_of_BROCAH0011AccreditationStandardsfactsheetEnglishv14.1.pdf</p>
<p>The <i>ACI Building Partnerships - Framework for Integrating Care for Older People with Complex Health needs</i>: The Framework outlines integration of care by aligning resources, policy and performance incentives at both State and Regional level. A range of models and services that achieve timely access to care and empower other services to deliver care as close to home as possible.</p>	<p>Agency for Clinical Innovation. Building Partnerships. Framework for integrated care for older people with complex health needs [Internet]. Agency for Clinical Innovation: Chatswood; 2014 [cited 2016 Aug]. Available from: http://www.aci.health.nsw.gov.au/networks/aged-health/about/building-partnerships</p>

Resource Description	Source/Contact
<p>Clinical Excellence Commission developed a Top 5 toolkit in 2012 to integrate carer knowledge and improve the care of residents with dementia; involves identifying 5 strategies with carers to personalise care.</p>	<p>Clinical Excellence Commission. Top 5 Toolkit Residential Aged Care Facilities. Integrating carer knowledge to improve care for residents with dementia. [Internet]. Clinical Excellence Commission: Haymarket NSW; 2014 [cited 2016 Aug]. Available from: http://www.cec.health.nsw.gov.au/__data/assets/pdf_file/0012/295977/RACF-toolkit.pdf</p>
<p>The <i>Nutrition Care Policy, PD2011_078</i>, NSW Health is currently being reviewed. The Agency for Clinical Innovation provides resources to support implementation of this policy.</p>	<p>NSW Ministry of Health. Nutrition Care Policy PD2011_078 [Internet]. Office of the Chief Health Officer, Ministry of Health; 2011 [cited 2016 Aug]. Available from: http://www0.health.nsw.gov.au/policies/pd/2011/pdf/PD2011_078.pdf</p> <p>Agency for Clinical Innovation. NSW Health Nutrition Care Policy [Internet]. NSW Agency for Clinical Innovation: Chatswood; 2016 [cited 2016 Aug]. Available from: http://www.aci.health.nsw.gov.au/resources/nutrition/nutrition-food-in-hospitals/nutrition-policy</p>
<p><i>ACI Telehealth Guidelines</i> form a toolkit of templates and checklists which can be customised to meet local need.</p>	<p>Agency for Clinical Innovation. Guidelines for the use of Telehealth for Clinical and Non Clinical Settings in NSW [Internet]. Agency for Clinical Innovation: Chatswood; 2015 [cited 2016 Aug]. Available from: http://www.aci.health.nsw.gov.au/__data/assets/pdf_file/0010/258706/ACI-telehealth-guidelines.pdf</p>
<p>The Clinical Excellence Commission has developed a <i>Last Days of Life Toolkit</i> to support clinicians in caring for the dying resident. The Toolkit includes a Management Plan, a Comfort and Symptom Assessment Chart, a Medication Management Guide and a Dying at Home Plan and is being piloted 2016.</p>	<p>Clinical Excellence Commission. End of Life Program [Internet]. Clinical Excellence Commission; 2016 [cited 2016 Aug]. Available from: http://www.cec.health.nsw.gov.au/programs/end-of-life-care</p>
<p><i>Dementia-friendly environments</i> is a comprehensive and user-friendly online resource for service providers, carers and families who support people with dementia. The resource is useful for anyone wanting to create an environment that is more friendly, inclusive and supportive for people with dementia, including residential aged care services.</p>	<p>Department of Health & Human Services, State Government of Victoria. Dementia-friendly environments [Internet]. Melbourne VIC: Department of Health & Human Services; 2015 [cited 2016 Aug]. Available from: https://www2.health.vic.gov.au/ageing-and-aged-care/dementia-friendly-environments</p>
<p>The ACI Palliative Care Network has released the <i>Palliative and End of Life Care. A Blueprint for Improvement</i>. Which provides steps for prioritising essential components of care and resources and tools for local action.</p>	<p>Agency for Clinical Innovation. Palliative and End of Life Care. A blueprint for improvement [Internet]. Agency for Clinical Innovation: Chatswood; 2016 [cited 2016 Aug]. Available from: http://www.aci.health.nsw.gov.au/palliative-care-blueprint</p>

