



Aged Care Training Room Learning Resources Mapped to the Aged Care Quality Standards

About Me – Aged Care Quality Standards Videos

Introduction to the Aged Care Quality Standards

Standard 1: Consumer dignity and choice

Standard 2: Ongoing assessment and planning with consumers

Standard 3: Personal care and clinical care

Standard 4: Services and supports for daily living

Standard 5: Organisation's service environment

Standard 6: Feedback and complaints

Standard 7: Human resources

Standard 8: Organisational governance

Learning Activities Aligned to the Aged Care Quality Standards

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.

Average duration 20 minutes

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 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

*High Impact or High Prevalence Risks

New Addition:

COVID-19 Health Care Quiz Update: Scenario based quiz addressing COVID-19 specific and standard infection prevention and control precautions.

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.

***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 wellbeing 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 over use 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

New Addition:

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

Enablement and Optimising Wellbeing: 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, wellbeing and quality of life; General responsibilities; Protecting people's safety.

Food Services to Vulnerable Persons: Food risk management; Food safety programs; Food safety specific issues; 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.

STANDARD 7 – Human resources

New Additions:

Professional and Proud Part 1: Qualities and Attitudes

Professional and Proud Part 2: Ethics and Informed consent

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

***High Impact or High Prevalence Risks**

New Addition:

Serious Incident Response Scheme: Overview of the SIRS; Reportable incidents; mandatory Reporting; Incident Management systems.

New Addition:

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.

New Addition:

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.

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. Updated requirements in response to the 2021 legislative changes to the Quality Care Principles-2014.

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

Look and Act Toolkits

The toolkits focus on the identification and actions required for the high Impact/high prevalence risks identified under Standard 3 of the Aged Care Quality Standards and includes Open Disclosure from Standard 8. These are 'Just in Time' learning resources.

Average duration 10 minutes

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; 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.

Open Disclosure: Overview; Principles and application of open disclosure.

It's Not OK Just because I am Old - Abuse of Older People

This 3 part learning resource supplements our existing Elder Abuse resources.
Average duration 20 minutes

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.

COVID-19 Learning Resources

These learning resource were first developed in March 2020 and have been updated in July 2020.
Average duration 10 minutes

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 information for healthcare/aged care workers.

