

TOUR OF THE CENTRE

Objective: Ensuring staff are able to locate areas and items within the facility and understand their function

<input type="checkbox"/> Staff Parking / Access to Facility	<input type="checkbox"/> Wi-Fi Password
<input type="checkbox"/> COVID-19 Check-in Point	<input type="checkbox"/> Emergency Evacuation Manual
<input type="checkbox"/> PPE Donning and Doffing Stations	<input type="checkbox"/> Facility Team Contact List
<input type="checkbox"/> Resident Living Areas	<input type="checkbox"/> Director of Care Office
<input type="checkbox"/> Resident Rooms	<input type="checkbox"/> Kitchen and Dining Area
<input type="checkbox"/> Resident Gardens	<input type="checkbox"/> Laundry
<input type="checkbox"/> Resident Smoking Area	<input type="checkbox"/> Chemical Storeroom
<input type="checkbox"/> Leisure and Lifestyle Activity Space	<input type="checkbox"/> Maintenance Shed
<input type="checkbox"/> Staff and Visitor Amenities	<input type="checkbox"/> Electrical Safety/Fuse Box/Safety Switch
<input type="checkbox"/> Manual Handling Equipment <ul style="list-style-type: none"> • Wheelchairs • Slings • Hoists • Slide Sheets • Regency Chair • Spare Walking Aids 	<input type="checkbox"/> Early Fire Detection System <ul style="list-style-type: none"> • Fire Indicator Panel • Sub Fire Panel • Evacuation Diagrams • Assembly Points • Smoke Alarms • Fire Fighting Equipment • Manual Call Point • Albac Mats
<input type="checkbox"/> Staff Room <ul style="list-style-type: none"> • Appliances – toaster, fridge, microwave • Staff Lockers 	<input type="checkbox"/> Medication Storage – control drug cupboard
<input type="checkbox"/> Administration / Reception <ul style="list-style-type: none"> <li style="width: 50%;">• Sign-in books – visitor/contractor/resident <li style="width: 50%;">• Computer login <li style="width: 50%;">• Door Security Alarm / Information <li style="width: 50%;">• Safety Data Sheet Folder <li style="width: 50%;">• Phone system <li style="width: 50%;">• Fire Equipment maintenance logbooks <li style="width: 50%;">• Contacts Folder <li style="width: 50%;">• Asbestos Register <li style="width: 50%;">• Transport Folder <li style="width: 50%;">• Activity Notice Board <li style="width: 50%;">• Photocopier / Fax / Stationary Cupboard <li style="width: 50%;">• Visitor Notice Board <li style="width: 50%;">• Key Cupboard <li style="width: 50%;">• Laundry and Waste Skips <li style="width: 50%;">• Access to required databases (Administration) <li style="width: 50%;">• Mail suggestion box <li style="width: 50%;">• Stationary cupboard 	
<input type="checkbox"/> Treatment Room Able to locate the following <ul style="list-style-type: none"> <li style="width: 50%;">• Oxygen cylinders full/empty <li style="width: 50%;">• Thermometer <li style="width: 50%;">• Oxygen/suction equipment <li style="width: 50%;">• Pulse Oximeter <li style="width: 50%;">• Sphygmomanometer <li style="width: 50%;">• Dressings <li style="width: 50%;">• Glucometer <li style="width: 50%;">• PPE supplies <li style="width: 50%;">• Outbreak kit 	

TOUR OF THE CENTRE

Nurses Station

- | | |
|--|---|
| <ul style="list-style-type: none"> • Resident Management System • Resident Files • Resident Care Plans • Allied Health Folder • Keypad code / keys • Appointment Diary • Communication diary • Message boards/white boards | <ul style="list-style-type: none"> • Call Bell System • Staff Contact Folder • Process Folder • Resource Material • Referral Folder • MIMS and login • Handover process • Communication equipment |
|--|---|

Contenance Aid

- | | |
|--|---|
| <ul style="list-style-type: none"> • Pad room • Spare pad box and signing sheet. | <ul style="list-style-type: none"> • Pad bags • Pad allocation system |
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POLICIES AND PROCEDURES

Objective: To ensure the staff member is demonstrates competence in the practical performance and theoretical understanding of the below policies

[Response to Falls Policy](#)

[Infection Control Policy](#)

[Restrictive Practices \(Restraint Management\) Policy](#)

[Serious Incident Response Scheme \(SIRS\) Policy](#)

FALLS MANAGEMENT

Objective: To ensure the staff member is demonstrates competence in the practical performance and theoretical understanding of the observed tasks listed below.

Competency	AIN	LSA	L&L	HOS	ADM
<input type="checkbox"/> Able to explain Response to Fall Policy and demonstrate below steps	✓	✓	✓	✓	✓
<input type="checkbox"/> Intervention post fall	✓	✓			
<input type="checkbox"/> Able to report incident	✓	✓	✓	✓	✓

CARE MANAGER/SARAH TRAINING CHECKLIST

Objective: To ensure the staff member demonstrates competence in the practical performance and theoretical understanding of the observed tasks listed below.

Competency	AIN	LSA	L&L
<input type="checkbox"/> Able to access Care Manager/SARAH	✓	✓	✓
<input type="checkbox"/> Able to locate a resident	✓	✓	✓
<input type="checkbox"/> Able to enter a progress note	█	█	✓
<input type="checkbox"/> Able to enter an incident form	✓	✓	✓
<input type="checkbox"/> Able to enter observations e.g.: weight, TPR	✓	✓	✓
<input type="checkbox"/> Able to access a care plan	✓	✓	✓
<input type="checkbox"/> Able to amend or change a care plan	█	█	✓
<input type="checkbox"/> Able to follow the care plan review process and schedule	█	█	✓
<input type="checkbox"/> Able to access Repositioning (Pressure Area Care)	✓	✓	✓
<input type="checkbox"/> Able to access Sleep chart	✓	✓	✓
<input type="checkbox"/> Able to access Pain chart	✓	✓	✓
<input type="checkbox"/> Able to make a Urine entry	✓	✓	✓
<input type="checkbox"/> Able to make a Bowel entry	✓	✓	✓
<input type="checkbox"/> Able to make an ADL entry	✓	✓	✓
<input type="checkbox"/> Able to log off Care Manager	✓	✓	✓
<input type="checkbox"/> Able to set up an ADL chart	✓	✓	█
<input type="checkbox"/> Able to set up a Bowel chart	✓	✓	█
<input type="checkbox"/> Able to set up an Activities chart	█	█	✓
<input type="checkbox"/> Able to access a Lifestyle assessment	█	█	✓
<input type="checkbox"/> Able to access a Birthdays list	█	█	✓

ASSISTANT NURSE / LIFESTYLE SUPPORT ASSISTANT CHECKLIST

Objective: To ensure the staff member is familiar with the procedures and responsibilities related to their role

WORK PROCESSES

Resident Processes

Resident Handbook

Communication and memo folder

HANDOVER FROM REGISTERED NURSE

Handover from Registered Nurses

Obtaining list of weights, ward tests to be done

Checking residents on assessments

ACTIVITIES OF DAILY LIVING

Assisting residents in and out of bed and/or regency chair

Positioning / repositioning of residents in bed

Assisting resident with dressing / undressing

Resident personal hygiene (showering, toileting, oral hygiene, moisturising etc) – mobile and non-mobile residents

Ensure denture pots are renewed weekly, labelled with resident's name and date

Prepare residents for breakfast / morning tea / lunch / afternoon tea – ensure:

- Men are shaved daily;
- Make up is applied as requested;
- Glasses are cleaned;
- Safety clothing is worn as per care plan;
- Hearing aids are worn;
- Offer choice of clothing; and
- Clothing and footwear is appropriate for temperature and it is colour coordinated

Prompting and assisting residents as per their care plans

Applying continence aid

Assisting residents to get to common areas when required

Feeding residents or assist residents to eat and drink

Ensure resident is left clean, tidy and comfortable after each meal

Assisting with meals – taking trays to residents; returning trays to kitchen;

Assisting with supper and returning cup to kitchen (afternoon shift)

Pressure area care

Offering fluids to the residents throughout shift

Monitoring residents staying up in the evening (afternoon and night shift)

Checking all residents are comfortable

Checking continence of residents

Attending to comfort/continence rounds (night shift)

TRANSFER AND MANUAL HANDLING

Mobilising residents for showering / toileting etc.

Transferring from bed to chair / regency chair / wheelchair

ROOM ATTENDANCE / ENVIRONMENTAL EXPECTATIONS

Making beds immediately after providing personal care

Change beds as per weekly bed change list (and as required)

Tidying rooms, bathrooms and toilets

Taking dirty laundry and rubbish and dispose appropriately – linen skips to be taken to room

Emptying linen skips

Sorting clean laundry and put away folded clothing in residents' cupboard

Ensuring appropriate seasonal attire is placed in the cupboard

Tidying and rearrangement lounge rooms – ensuring it's clutter free

Wiping tables in lounge and dining ensuring no food on floor (afternoon shift)

Wiping down lounge furniture (night shift)

Filling additional pad box / cupboard and wardrobe bags with continence aids (afternoon shift)

Emptying pad bins and skips (afternoon shift)

Emptying linen skips and rubbish bins (night shift)

Replacing residents' water jugs (night shift)

Ensuring beds are positioned at lowest point and all bed rails are up for residents who require it, bed breaks are on, sensor mats and air mattresses are functioning (afternoon and night shift)

ADDITIONAL RESIDENT AND FACILITY NEEDS

Answering requests and call bells and sensor mat alarms promptly

Answering buzzers while other staff are on their break

Assisting lifestyle staff to take residents to their chosen activity

Assisting Registered Nurse on duty as required

Assisting other staff as required

Ensuring hoist / standing machine / recliner chair batteries are on charge (night shift)

DOCUMENTATION / REPORTING

Completing required documentation – Care Manager/SARAH and AIN folder

Recording any resident observations

Reporting any concerns or changes to Registered Nurse on duty

Completing 'pads not used audit (night shift)

Daily messages

Monthly toiletry audits

3 monthly wardrobe audits

ROSALIE STAFF ONLY

Checking for limb protectors, finger separators, compression stocking, tubigrip and washing on delicate (afternoon shift)

Setting up trolleys for folding and hanging clothes and sort clothes

Labelling clothing

Tidying multipurpose room

LEISURE AND LIFESTYLE CHECKLIST

Objective: To ensure the staff member is familiar with the procedures and responsibilities related to their role

WORK PROCESSES

Resident Processes

Resident Handbook

Communication and memo folder

HANDOVER FROM REGISTERED NURSE

Handover from Registered Nurses including Resident of the Day, Birthdays, outings

ACTIVITIES

Ensuring residents have choice of activities

Arranging morning / afternoon activities

Facilitating activities as planned for the day

Putting items on tables for residents – washing to fold, magazines, newspapers etc

Pre-arranging money from office and completing activity planned

Facilitating church services as arranged with visiting religious representatives

Ensuring activity plans are reviewed as per Resident of the day

ADDITIONAL RESIDENT AND FACILITY NEEDS

Assisting residents at all times as necessary

Assisting with meals and feeding residents that needs assistance

Attending individual needs of residents when possible (e.g. letter writing, outings, special needs)

Attending monthly Leisure and Lifestyle meetings

RELATIONSHIP AND FAMILIES

Liaising with families and order aromatherapy as required

Developing Activity timetable in consultation with residents / relatives

Attending monthly Residents / Relative meeting

Liaising with outside agencies / parties about activities and culturally appropriate activities

Liaising with families upon death of resident regarding funeral attendance and carers support

REPORTING AND DOCUMENTATION

Completing required documentation

Recording any resident observations

Creating care plan for new residents

Assisting and update resident care plan on ROTD

Reporting problems and observations to Registered Nurses

COOK

Objective: To ensure the staff member is familiar with the procedures and responsibilities related to their role

WORK PROCESSES

Resident Processes

Resident Handbook

Communication and memo folder

FOOD PREPARATION AND COOKING

Preparing all main meals as per menu

Preparing sweets, jellies, custards as required

Preparing fruit platters for breakfast

Preparing food during the week for weekend meals – chilled, tagged and ready for the weekend staff to preheat

Preparing and sending food trolleys

4 weekly rotation menu – winter / summer menu alternating

Checking if any cake / sandwiches are required for meetings / bus trips / birthdays etc

Checking new resident's dietary requirements

Monitoring change of dietary requirements for current residents

Preparing appropriate celebratory confections for residents' special days (e.g. birthdays, wedding anniversaries) in conjunction with Leisure and Lifestyle and Director of Care

DOCUMENTATION AND REPORTING

Completing temperature monitoring charts for cold-room, freezer and refrigerator

Completing change of menu form and attaching to menu forms in case of a shortage of supply

Complete monthly calibrations as per calibration checklist

Monitoring and recording temperature of all cook food, vitamised and/or soft/normal – indicating whether freshly cooked or reheated

Completing inspection, temperatures for frozen cold deliveries

Taking sample of foods prepared for lunch, label with date and meal type and store on freezer for 72 hours

Completing monthly food safety audit

ENVIRONMENTAL EXPECTATIONS

Writing up menu board(s) daily as per menu

Unpacking any deliveries and documenting as per sign-off book

Cleaning work area

Ensure kitchen and dining areas is in a clean and tidy condition

Completing daily and weekly cleaning duties

Ensuring daily kitchen cleaning schedule is completed and signed off as per documentation

HOSPITALITY ASSISTANT

Objective: To ensure the staff member is familiar with the procedures and responsibilities related to their role

WORK PROCESSES

Resident Processes

Resident Handbook

Communication and memo folder

FOOD PREPARATION AND COOKING

Checking modified diets and fluids list daily for any changes to residents' dietary needs

Making / preparing sandwiches, toasts, salad/vegetables, meals, thickened fluid, supper etc.

Fortifying yoghurt and custard

Making thickened tea for assisted feed residents

Plating up

Wrapping and labelling individual serves of fruit / meals etc.

Ensuring all food brought in from outside visitors are labelled with date/time sticker

Preparing trays for residents eating in bed

Swapping water jugs

Setting up and serving meals - breakfast / lunch / dinner

Setting up tea/coffee, food trolley and scraping trolleys

Serving and delivering tea/coffee and food to residents in dining room

Assisting to clear tables

Collecting dirty dishes and assisting washing up

Putting through dishes through the dishwasher

Cleaning the dishwasher out properly

Returning dishes to servery when clean and putting away

Checking combi-oven and hosing out as necessary

Wiping and cleaning kitchen appliances, work station / bench and trolleys

Mopping kitchen/servery floor and spot mopping dining room where needed; sweeping up dropped food

Emptying bins and wiping bins inside and out

Wiping and setting up tables for next meals

Making up list for stock required

Collecting stock and replenishing stores

- Clearing fridge, rotating stock and checking expiry dates
- Making list of thickened fluid required for lunch
- Completing daily cleaning duties and sign off on all completed duties in daily cleaning records
- Completing and documenting temperature checks
- Completing all documentation as required
- Cleaning fridge as scheduled
- Checking weekly cleaning sheet and completing listed duties
- Handover to RN before going off duty

CLEANING

- Cleaning and restocking the coffee / tea / cups and cleaning milk fridge inside and out
- Cleaning the Reception area / main entrance and staff room(s) and toilet(s)
- Replenishing hand wash, paper towel and toilet paper dispenser
- Restocking staff room's handtowel, coffee, sugar and milk
- Checking fridge and throwing away any old / expired food
- Emptying rubbish bags in the office every day
- Ensuring weekly cleaning schedule for the reception area is completed and signing off on sheets
- Returning any extra trolleys to the storage bay or laundry
- Making sure the dining area and outdoor seating areas are looking tidy for meals
- Collecting rubbish from PPE stations, hand washing stations, nurses' station, residents' bedrooms etc and taking them downstairs to the green rubbish skip
- Cleaning trolleys
- Cleaning doors with stainless steel cleaner
- Changing clothing protectors (brown linen bag)
- Wiping dining room tables
- Sweeping and spot mopping dining room and lounge areas
- Sweeping and mopping floors
- Cleaning and mopping nurses' station, PPE and handwashing stations and medication cupboard
- Cleaning residents' bathrooms daily - handwash basin, mirror, handrails, walls all over, toilet, floor, toilet brush and container
- Cleaning pan room
- Wiping down handrails in dining room and lounge areas
- Ensuring cleaners rooms are tidy and floor is mopped
- Checking stock level and replenish as needed
- Cleaning a group of residents' room daily as per weekly bedroom schedule
- Dusting bedside tables, windowsills, inside window screen and skirting boards

- Completing a full room clean – wiping bedside tables; wiping up splatters on walls, cupboards and floor; high dusting; old magazines, flowers etc are disposed; cleaning ceiling fans fortnightly; wiping bedframes weekly etc.
- Returning chairs to correct areas in bedrooms
- Completing maintenance entry if any chemical dispensers need to be replenished
- Mopping residents' rooms
- Wiping down room tables after each meal and checking chairs for spills, spot cleaning as necessary
- Wiping over portable tables in the living area
- Restocking hand towels, gloves, toilet paper and soap dispensers in all residents' rooms
- Tidying store room, replenishing stock for the next day and ensuring the corridors are uncluttered at all times
- Doing a second rubbish run - checking only the nurses' station, PPE and handwashing station and pan room
- Taking full bag of continence waste and placing into large waste bin
- Cleaning continence waste bin with disinfectant and replacing with a clean liner
- Leaving cleaners room tidy
- Completing sign off sheets and providing handover if any task is not completed
- In case of outbreaks, the infected rooms are cleaned last

LAUNDRY

- Unloading washing machine and putting washed linen into dryers
- Reloading and setting washing machine
- Ensuring the washing machines are always loaded and running
- Washing hands after loading soiled washing into machines
- Wearing gloves and using caution when opening linen bags – reporting any foreign object found
- Planning all wash loads in order of priority, based upon stocks of linen held – wherever possible give priority to residents' personal clothing
- Ensuring all residents' clothing is labelled
- Ensuring unlabelled clothing is removed from circulation, placed in basket and arrangement made for relabelling
- Ensuring that vinyl covered pillows are not going into wash
- Hip protectors pants are to be sorted from dirty linen and washed separately on a delicate wash cycle
- Woollen items are to be laundered by resident's families
- Ensuring anything not suitable for the dryer is removed (e.g. plastics, slings, woollens etc.) and going on the clothes lines
- Ensuring dryers are not left unattended (e.g. overnight or end-of-shift loads are not permitted)
- Folding clothing protectors

<input type="checkbox"/> Taking linen trolleys and parking in designated linen bays
<input type="checkbox"/> Ensuring clean linen is not to touch or be left on the floor
<input type="checkbox"/> Ensuring personal baskets and hanging clothes are distributed
<input type="checkbox"/> Collecting overnight trolleys and returning these to clean linen area of the laundry for top up
<input type="checkbox"/> Ensuring personal clothing are folded neatly and turned the right side out and are place in the correct named baskets
<input type="checkbox"/> Ensuring washed linen bags are taken with linen to cleaners room
<input type="checkbox"/> Returning aprons, oven mitts and dish cloths to kitchen
<input type="checkbox"/> Ensuring there is enough towels, washers etc.
<input type="checkbox"/> Covering all linen with trolley cover at all times when being transported and overnight
<input type="checkbox"/> Clean lint filters of dryer(s)
<input type="checkbox"/> Emptying bins
<input type="checkbox"/> Sweeping and mopping floor including behind the machines
<input type="checkbox"/> Cleaning ledges behind the machine
<input type="checkbox"/> Ensuring there is adequate level of chemicals for the eco lab dispenser
<input type="checkbox"/> Ensuring buckets under the chemical dispenser is emptied at the start and finish of shift
<input type="checkbox"/> Ensuring weekly cleaning schedule is completed
<input type="checkbox"/> Sign-off sheet is completed

ADMINISTRATION CHECKLIST

Objective: To ensure the staff member is familiar with the procedures and responsibilities related to their role

WORK PROCESSES

Resident Processes

Resident Handbook

Communication and memo folder

RECEPTION DUTIES

Meeting and greeting visitors to the facility and responding to enquiries, providing directions etc.

Answering incoming calls and forwarding calls to appropriate personnel

Escorting official visitors to their destination or appointment

Maintaining and restocking a diverse range of brochures, publications specific to the operation of the facility

Offering tea/coffee and serving when offer accepted

Ensuring all visitors are complying COVID-19 restrictions (signing-in, vaccination, PPE etc.)

GENERAL OFFICE DUTIES

Providing support to Director of Care or delegate and other officials of the organisation

Carrying out general administrative duties as required

Updating and maintaining various databases including:

- Mirus
- Care Manager/SARAH for resident data base, admissions, scan documents etc.
- EnableHR system for employee details data base, new staff and training records, registrations, police checks, vaccination proof etc.
- Residents Waiting List
- Shared Outlook Calendar appointment system
- Room booking system
- Have Your Say Form system of recording complaints, compliments, concerns etc.

Collecting, sorting and distributing internal and external mail daily

Attending meeting for minute taking

Organising couriers as requested

Monitoring and ordering supplies / stock

Ensuring all supply invoices match with delivery docket and marked off as receipted

Monitoring the operation of equipment as under and liaising with suppliers regarding upkeep of consumable supplies and maintenance / repair – vending machine, multi-purpose machines, electronic door locking system

Maintaining general tidiness of the reception, common areas, meeting rooms

Maintaining residents' records and archival filing system

Assisting with rostering and staff replacements

Assisting with time keeping and timesheets *???? is this now Mirus???*

<input type="checkbox"/> Managing petty cash
<input type="checkbox"/> Maintaining resident photos and birthday lists
<input type="checkbox"/> Logging wound photos to resident's wound assessment
<input type="checkbox"/> Maintaining employee competency training schedule
<input type="checkbox"/> Printing and distributing handover books at the end of month
<input type="checkbox"/> Updating Fire list
<input type="checkbox"/> Scheduling probation reviews appointments for new staff with Director of Care
<input type="checkbox"/> Cull residents' folders monthly and file old paperwork
<input type="checkbox"/> Maintain information, admission ensuring there are enough there for tours
<input type="checkbox"/> Assisting with orientation of new staff members