

Standard 1 Management systems, staffing and organisational development

Principle: Within the philosophy and level of care offered in the residential care service, management systems are responsive to the needs of care recipients, their representatives, staff and stakeholders, and the changing environment in which the service operates.

Intention of standard: This standard is intended to enhance the quality of performance under all Accreditation Standards, and should not be regarded as an end in itself. It provides opportunities for improvement in all aspects of service delivery and is pivotal to the achievement of overall quality.

Table 1 - Standard 1 Management systems, staffing and organisational development

Expected outcome	Evidence What practices and processes are in place to meet this expected outcome?	Results achieved: Consider results for care recipients	Opportunities for improvement: What plans, if any, are there for improvement in this area?
1.1 Continuous improvement <i>The organisation actively pursues continuous improvement</i>	Click here to enter text.	Click here to enter text.	Click here to enter text.
1.2 Regulatory compliance <i>The organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines.</i>	Click here to enter text.	Click here to enter text.	Click here to enter text.
1.3 Education and staff development <i>Management and staff have appropriate knowledge and skills to perform their role effectively.</i>	Click here to enter text.	Click here to enter text.	Click here to enter text.

<p>1.4 Comments and complaints <i>Each care recipient (or his or her representative) and other interested parties have access to internal and external complaints mechanisms</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>1.5 Planning and leadership <i>The organisation has documented the residential care service's vision, values, philosophy, objectives and commitment to quality throughout the service.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>1.6 Human resource management <i>There are appropriately skilled and qualified staff, sufficient to ensure that services are delivered in accordance with these standards and the residential care service's philosophy and objectives.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.

<p>1.7 Inventory and equipment <i>Stocks of appropriate goods and equipment for quality service delivery are available</i></p>	<p>Click here to enter text.</p>	<p>Click here to enter text.</p>	<p>Click here to enter text.</p>
<p>1.8 Information systems <i>Effective information management systems are in place.</i></p>	<p>Click here to enter text.</p>	<p>Click here to enter text.</p>	<p>Click here to enter text.</p>
<p>1.9 External services <i>All externally sourced services are provided in a way that meets the residential care service's needs and service quality goals.</i></p>	<p>Click here to enter text.</p>	<p>Click here to enter text.</p>	<p>Click here to enter text.</p>

Standard 2 – Health and personal care

Principle: Care recipients' physical and mental health will be promoted and achieved at the optimum level in partnership between each care recipient (or his or her representative) and the health care team.

Table 2 – Standard 2 - Health and personal care

Expected outcome	Evidence What practices and processes are in place to meet this expected outcome?	Results achieved: Consider results for care recipients	Opportunities for improvement: What plans, if any, are there for improvement in this area?
2.1 Continuous improvement <i>The organisation actively pursues continuous improvement.</i>	Click here to enter text.	Click here to enter text.	Click here to enter text.
2.2 Regulatory compliance <i>The organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines, about health and personal care.</i>	Click here to enter text.	Click here to enter text.	Click here to enter text.
2.3 Education and staff development <i>Management and staff have appropriate knowledge and skills to perform their role effectively.</i>	Click here to enter text.	Click here to enter text.	Click here to enter text.

<p>2.4 Clinical care <i>Care recipients receive appropriate clinical care.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>2.5 Specialised nursing care needs <i>Care recipients' specialised nursing care needs are identified and met by appropriately qualified nursing staff.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>2.6 Other health and related services <i>Care recipients are referred to appropriate health specialists in accordance with the care recipient's needs and preferences.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>2.7 Medication management <i>Care recipients' medication is managed safely and correctly.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.

<p>2.8 Pain management <i>All care recipients are as free as possible from pain.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>2.9 Palliative care <i>The comfort and dignity of terminally ill care recipients is maintained.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>2.10 Nutrition and hydration <i>Care recipients receive adequate nourishment and hydration.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>2.11 Skin care <i>Care recipients' skin integrity is consistent with their general health.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>2.12 Continence management <i>Care recipients' continence is managed effectively.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.

<p>2.13 Behaviour management <i>The needs of care recipients with challenging behaviours are managed effectively.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>2.14 Mobility, dexterity and rehabilitation <i>Optimum levels of mobility and dexterity are achieved for all care recipients.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>2.15 Oral and dental care <i>Care recipients' oral and dental health is maintained.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>2.16 Sensory loss <i>Care recipients' sensory losses are identified and managed effectively.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.

2.17 Sleep <i>Care recipients are able to achieve natural sleep patterns.</i>	Click here to enter text.	Click here to enter text.	Click here to enter text.
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Standard 3 Care recipient lifestyle

Principle: Care recipients retain their personal, civic, legal and consumer rights, and are assisted to achieve active control of their one lives within the residential care services in the community

Table 3 –Standard 3 – Care recipient lifestyle

Expected outcome	Evidence What practices and processes are in place to meet this expected outcome?	Results achieved: Consider results for care recipients	Opportunities for improvement: What plans, if any, are there for improvement in this area?
3.1 Continuous improvement <i>The organisation actively pursues continuous improvement.</i>	Click here to enter text.	Click here to enter text.	Click here to enter text.
3.2 Regulatory compliance <i>The organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines, about care recipient lifestyle.</i>	Click here to enter text.	Click here to enter text.	Click here to enter text.
3.3 Education and staff development <i>Management and staff have appropriate knowledge and skills to perform their role effectively.</i>	Click here to enter text.	Click here to enter text.	Click here to enter text.

<p>3.4 Emotional support <i>Each care recipient receives support in adjusting to life in the new environment and on an ongoing basis</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>3.5 Independence <i>Care recipients are assisted to achieve maximum independence, maintain friendships and participate in the life of the community within and outside the residential care service.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>3.6 Privacy and dignity <i>Each care recipient's right to privacy, dignity and confidentiality is recognised and respected.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.

<p>3.7 Leisure interests and activities <i>Care recipients are encouraged and supported to participate in a wide range of interests and activities of interest to them.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>3.8 Cultural and spiritual life <i>Individual interests, customs, beliefs and cultural and ethnic backgrounds are valued and fostered.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>3.9 Choice and decision making <i>Each care recipient (or his or her representative) participates in decisions about the services the care recipient receives, and is enabled to exercise choice and control over his or her lifestyle while not infringing on the rights of others.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.

3.10 Security of tenure <i>Care recipients have secure tenure within the residential care service, and understand their rights and responsibilities.</i>	Click here to enter text.	Click here to enter text.	Click here to enter text.
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Standard 4 Physical environment and safe systems

Principle: Care recipients live in a safe and comfortable environment that ensures the quality of life and welfare of care recipients, staff and visitors.

Table 4 - Standard 4 - Physical environment and safe systems

Expected outcome	Evidence What practices and processes are in place to meet this expected outcome?	Results achieved: Consider results for care recipients	Opportunities for improvement: What plans, if any, are there for improvement in this area?
4.1 Continuous improvement <i>The organisation actively pursues continuous improvement.</i>	Click here to enter text.	Click here to enter text.	Click here to enter text.
4.2 Regulatory compliance <i>The organisation's management has systems in place to identify and ensure compliance with all relevant legislation, regulatory requirements, professional standards and guidelines, about physical environment and safe systems.</i>	Click here to enter text.	Click here to enter text.	Click here to enter text.

<p>4.3 Education and staff development <i>Management and staff have appropriate knowledge and skills to perform their role effectively.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>4.4 Living environment <i>Management of the residential care service is actively working to provide a safe and comfortable environment consistent with the care recipients' needs.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>4.5 Occupational health and safety <i>Management is actively working to provide a safe working environment, that meets regulatory requirements.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.

<p>4.6 Fire, security and other emergencies <i>Management and staff are actively working to provide an environment and safe systems of work that minimise fire, security and emergency risks.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>4.7 Infection control <i>An effective infection control program.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.
<p>4.8 Catering, cleaning and laundry services <i>Hospitality services are provided in a way that enhances care recipients' quality of life and the staff's working environment.</i></p>	Click here to enter text.	Click here to enter text.	Click here to enter text.

Signed..... Date..... Approved provider / authorised officer.....