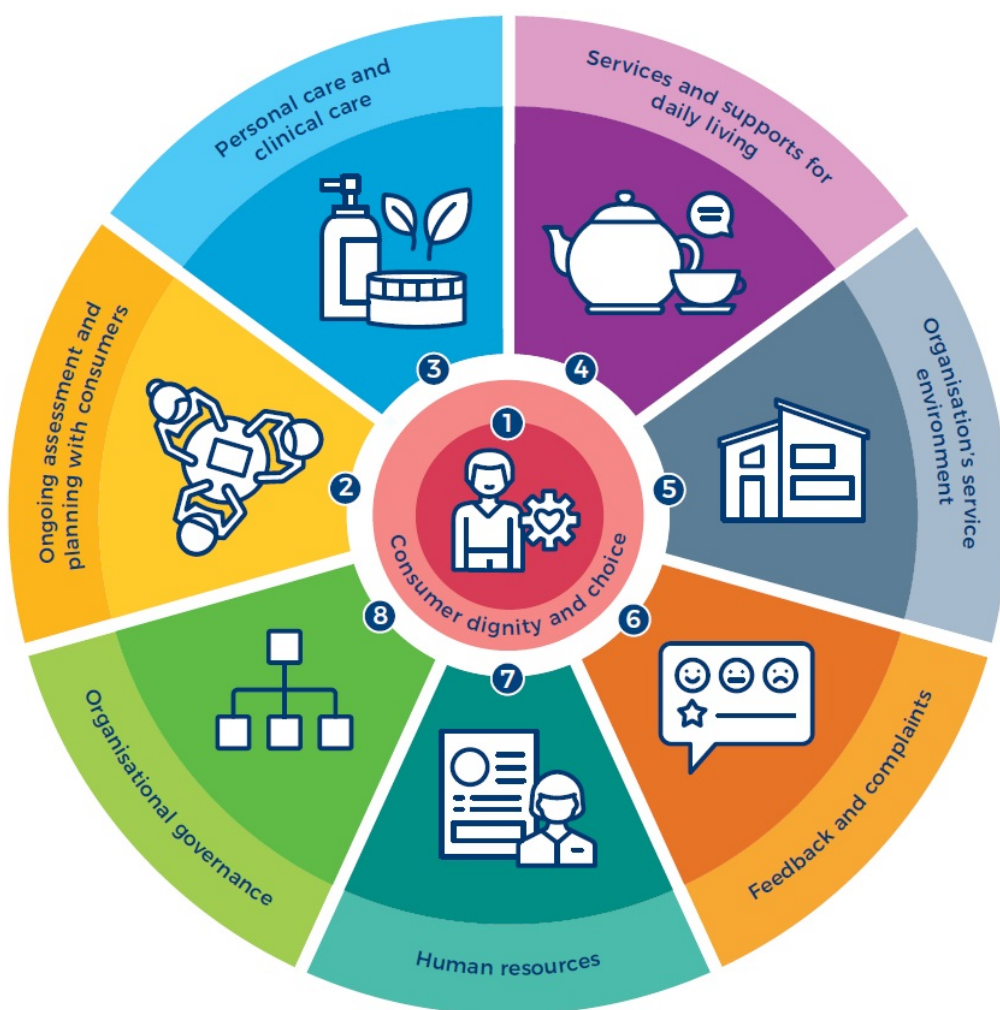




Meals on Wheels  
Queensland

# Aged Care Quality Standards Training Booklet





Created by Queensland Meals on Wheels  
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Queensland Meals on Wheels - Aged Care Quality Standards Training Booklet.

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## Introduction

Thank you for volunteering with Meals on Wheels! Whether you are a new volunteer or you are refreshing your knowledge of your responsibilities as a volunteer of Meals on Wheels, we hope that this training helps you to contribute to safe and quality care of consumers.

The Aged Care Quality and Safety Commission (ACQSC) has a set of 8 standards for aged care providers to follow. As part of your role, it is important that you understand how you can help Meals on Wheels to meet the requirements of the relevant Aged Care Quality Standards.

Six of the eight Standards are applicable to the services we deliver at Meals on Wheels. The video will step through each relevant standard and provide examples of how it applies to your role within the service. For your reference a copy of the full Standards is contained within this booklet. Standards Three and Five do not apply to Meals on Wheels Services.

This booklet contains assessment questions related to the video, so pay careful attention as you watch to ensure that you can achieve the pass mark.

**Please follow the instructions of your supervisor as they take you through the Aged Care Quality Training and make sure to ask any questions you have along the way.**

Training video Youtube Link - <https://youtu.be/I6TIYpH8nhs>



# Aged Care Quality Standards

## Standard 1

### Consumer dignity and choice

#### Consumer outcome:

- 1(1) I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

#### Organisation statement:

- 1(2) The organisation:
- 1(2) (a) has a culture of inclusion and respect for consumers; and
- 1(2) (b) supports consumers to exercise choice and independence; and
- 1(2) (c) respects consumers' privacy.

#### Requirements

- 1(3) The organisation demonstrates the following:
- 1(3) (a) Each consumer is treated with **dignity and respect**, with their identity, **culture and diversity** valued.
- 1(3) (b) Care and services are **culturally safe**.
- 1(3) (c) Each consumer is supported to exercise **choice and independence**, including to:
- i) **make decisions** about their own care and the way care and services are delivered; and
  - ii) **make decisions** about when family, friends, carers or others should be involved in their care; and
  - iii) **communicate their decisions**; and
  - iv) make connections with others and **maintain relationships** of choice, including intimate relationships.
- 1(3) (d) Each consumer is **supported to take risks** to enable them to live the best life they can.
- 1(3) (e) **Information** provided to each consumer is **current, accurate and timely**, and communicated in a way that is clear, easy to understand and enables them to exercise choice.
- 1(3) (f) Each consumer's **privacy is respected** and personal **information kept confidential**.

## Standard 2

### Ongoing assessment and planning with consumers

#### Consumer outcome:

- 2(1) I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

#### Organisation statement:

- 2(2) The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preferences.

#### Requirements

- 2(3) The organisation demonstrates the following:
- (a) **Assessment and planning**, including consideration of risks to the consumer's health and well-being, informs the delivery of **safe and effective care** and services.
- 2(3) (b) Assessment and planning identifies and addresses the consumer's **current needs**, goals and preferences, including advance care planning and **end of life planning** if the consumer wishes.
- 2(3) (c) Assessment and planning:
- i) is based on ongoing **partnership with the consumer** and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services; and
  - ii) **includes other organisations**, and individuals and providers of other care and services, that are involved in the care of the consumer.
- 2(3) (d) The outcomes of assessment and planning are effectively communicated to the consumer and documented in a **care and services plan** that is readily available to the consumer, and where care and services are provided.
- 2(3) (e) Care and **services are reviewed regularly** for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.



# Aged Care Quality Standards

## Standard 3

### Personal care and clinical care

#### Consumer outcome:

- 3 (1) I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

#### Organisation statement:

- 3 (2) The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being.

#### Requirements

- 3 (3) The organisation demonstrates the following:
- 3 (3) (a) Each consumer gets **safe and effective personal care, clinical care**, or both personal care and clinical care, that:
- i) is **best practice**; and
  - ii) **tailored** to their needs; and
  - iii) optimises their **health and well-being**.
- 3 (3) (b) Effective **management of high-impact** or high-prevalence **risks** associated with the care of each consumer.
- 3 (3) (c) The needs, goals and **preferences** of consumers **needing the care of life** are recognised and addressed, their comfort maximised and their dignity preserved.
- 3 (3) (d) Deterioration or change of a consumer's mental health, cognition or physical function, capacity or condition is **recognised and responded to** in a timely manner.
- 3 (3) (e) Information about the consumer's condition, needs and preferences is **documented and communicated** within the organisation, and with others where responsibility for care is shared.
- 3 (3) (f) Timely and appropriate **referrals** to individuals, other organisations and providers of other care and services.
- 3 (3) (g) **Minimisation of infection**-related risks through implementing:
- i) standard and transmission-based precautions to prevent and **control infection**; and
  - ii) practices to promote **appropriate antibiotic prescribing** and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

## Standard 4

### Services and supports for daily living\*

#### Consumer outcome:

- 4 (1) I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

#### Organisation statement:

- 4 (2) The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

#### Requirements

- 4 (3) The organisation demonstrates the following:
- 4 (3) (a) Each consumer gets **safe and effective services** and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life.
- 4 (3) (b) Services and **supports for daily living** promote each consumer's emotional, spiritual and psychological well-being.
- 4 (3) (c) Services and supports for daily living assist each consumer to:
- i) participate in their **community** within and outside the organisation's service environment; and
  - ii) have social and personal **relationships**; and
  - iii) do the things of **interest** to them.
- 4 (3) (d) Information about the consumer's condition, needs and **preferences** is **communicated** within the organisation, and with others where responsibility for care is shared.
- 4 (3) (e) Timely and appropriate **referrals** to individuals, other organisations and providers of other care and services.
- 4 (3) (f) Where **meals** are provided, they are varied and of suitable **quality and quantity**.
- 4 (3) (g) Where **equipment** is provided it is safe, suitable, clean and well maintained.

\* **Services and supports for daily living** include, but are not limited to, food services, domestic assistance, home maintenance, transport, recreational and social activities.



# Aged Care Quality Standards

## Standard 5 Organisation's service environment\*

### Consumer outcome:

- 5 (1) I feel I belong and I am safe and comfortable in the organisation's service environment.

### Organisation statement:

- 5 (2) The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

### Requirements

- 5 (3) The organisation demonstrates the following:
- 5 (3) (a) The service **environment is welcoming** and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function.
- 5 (3) (b) The service **environment:**
- i) is **safe, clean, well maintained** and comfortable; and
  - ii) enables consumers to **move freely**, both **indoors and outdoors**.
- 5 (3) (c) Furniture, fittings and equipment are **safe, clean, well maintained** and suitable for the consumer.

\* An organisation's **service environment** refers to the physical environment through which care and services are delivered, including aged care homes, cottage style respite services and day centres. An organisation's service environment does not include a person's privately owned/occupied home through which home services are provided.

## Standard 6 Feedback and complaints

### Consumer outcome:

- 6 (1) I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

- 6 (2) The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

### Requirements

- 6 (3) The organisation demonstrates the following:
- 6 (3) (a) Consumers, their family, friends, carers and others are encouraged and supported to **provide feedback and make complaints**.
- 6 (3) (b) Consumers are made aware of and have access to advocates, **language services** and other methods for raising and resolving complaints.
- 6 (3) (c) Appropriate **action is taken** in response to complaints and an **open disclosure** process is used when things go wrong.
- 6 (3) (d) Feedback and complaints are **reviewed and used** to improve the quality of care and services.





# Aged Care Quality Standards

## Standard 7 Human resources

### Consumer outcome:

- 7(1) I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

- 7(2) The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.

### Requirements

- 7(3) The organisation demonstrates the following:
- 7(3) (a) The **workforce is planned** to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.
- 7(3) (b) Workforce interactions with consumers are **kind, caring and respectful** of each consumer's identity, culture and diversity.
- 7(3) (c) The workforce is **competent** and members of the workforce have the **qualifications and knowledge** to effectively perform their roles.
- 7(3) (d) The workforce is recruited, **trained, equipped and supported** to deliver the outcomes required by these standards.
- 7(3) (e) Regular assessment, **monitoring and review** of the performance of each member of the workforce.

## Standard 8 Organisational governance

### Consumer outcome:

- 8(1) I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

- 8(2) The organisation's governing body is accountable for the delivery of safe and quality care and services.

### Requirements

- 8(3) The organisation demonstrates the following:
- 8(3) (a) Consumers are **engaged** in the development, delivery and evaluation of care and services and are supported in that engagement.
- 8(3) (b) The organisation's governing body promotes a **culture of safe, inclusive and quality care** and services and is accountable for their delivery.
- 8(3) (c) Effective organisation wide **governance** systems relating to the following:
- i) **information** management
  - ii) continuous **improvement**
  - iii) **financial** governance
  - iv) **workforce** governance, including the assignment of clear responsibilities and accountabilities
  - v) **regulatory** compliance
  - vi) **feedback** and complaints.
- 8(3) (d) Effective **risk management** systems and practices, including but not limited to the following:
- i) managing **high-impact** or high-prevalence risks associated with the care of consumers
  - ii) identifying and responding to **abuse and neglect** of consumers
  - iii) supporting consumers to **live the best life** they can
  - iv) managing and preventing incidents, including the use of an incident management system.
- 8(3) (e) Where clinical care is provided — a **clinical governance framework**, including but not limited to the following:
- i) **antimicrobial** stewardship
  - ii) minimising the **use of restraint**
  - iii) open **disclosure**.



## Assessment Questions

After each section of the video, we will pause to answer and discuss the assessment questions.

### Standard 1 - Consumer Dignity and Choice

Tick the correct answers. There may be more than one correct answer for some questions.

**1. Treating our clients with dignity and respect means you:**

- ☐ Treat them the way they want to be treated
- ☐ Provide them with choices
- ☐ Consider their culture and identity
- ☐ Consider their decision-making ability

**2. Supporting a client in decision-making means that we always implement the client's choice.**

- ☐ True
- ☐ False

**3. So our clients can make informed choices, we keep them up to date through:**

- ☐ Newsletters
- ☐ Phone Calls
- ☐ We don't need to keep them up to date
- ☐ Messages passed on by volunteers
- ☐ Client Handbooks

## Standard 2 - Ongoing Assessment and Planning with Consumers

Tick the correct answers. There may be more than one correct answer for some questions.

- 1. Meals on Wheels don't conduct an assessment for clients as we don't provide clinical care.**
  - ☐ True
  - ☐ False
  
- 2. Our Meals on Wheels clients don't need a Care Plan because we only deliver meals.**
  - ☐ False
  - ☐ True
  
- 3. Care Plans (client records) record client's needs and preferences, such as:**
  - ☐ Goals
  - ☐ Dietary preferences
  - ☐ Health information
  - ☐ Types of meals and frequency
  - ☐ Who to contact in an emergency
  
- 4. Your client Alan wants to change his meal delivery days. Alan's Care Plan (client record) will need to be updated with this change.**
  - ☐ True
  - ☐ False
  
- 5. When a client's Care Plan (client record) is changed, we should provide them with a summary of the Care Plan or the changes we've made.**
  - ☐ True
  - ☐ False

## Standard 4 - Services and Supports for Daily Living

Tick the correct answers. There may be more than one correct answer for some questions.

- 1. In what ways do Meals on Wheels support people to do the things they want to do (Standard 4)?**
  - ☐ Welfare checks
  - ☐ Nutritious meal preparation and delivery
  - ☐ Food safety programs and procedures
  - ☐ Non-response procedure
  
- 2. How can you support your clients' daily living needs and preferences?**
  - ☐ Be familiar with our menu and delivery options
  - ☐ Ask a client how they are
  - ☐ If a client indicates they need further support, pass this on to your supervisor
  - ☐ Know how to respond if your client is not answering the door
  
- 3. Our Food Safety Programs are an important part of providing support for daily living. Food safety includes maintaining equipment, such as baskets and eskies, and temperature monitoring.**
  - ☐ True
  - ☐ False
  
- 4. If a client does not answer the door, you should:**
  - ☐ Go to see if they are at their neighbour's house
  - ☐ Call your service immediately
  - ☐ Contact the client's family immediately
  - ☐ Come back later

## Standard 6 - Feedback and Complaints

Tick the correct answers. There may be more than one correct answer for some questions.

- 1. When you are making a delivery, your client Josie tells you that her meal was far too salty yesterday and she couldn't eat it. What should you do?**
  - ☐ Let Josie know that it is hard to please everyone
  - ☐ Provide this feedback to your Service when you arrive back after deliveries
  - ☐ Tell Josie that she needs to fill in a complaint form
  
- 2. Which feedback should you take back to your coordinator?**
  - ☐ My meal was cold
  - ☐ I didn't like the shepherds pie, you need to use my recipe
  - ☐ I became ill after eating my meal yesterday
  - ☐ I don't like the volunteer who came yesterday
  
- 3. A new client Jack calls to find out how he can provide feedback to your Service. What can you tell him?**
  - ☐ He can give you feedback which you will record and pass on to the Service
  - ☐ He can provide feedback through the formal complaints process
  - ☐ He can pass on a message through his deliverers any time
  
- 4. Meals on Wheels conduct regular client surveys covering areas such as menu choices, food quality and quantity, and food presentation. This survey is important to assist us to continuously improve our service to clients.**
  - ☐ True
  - ☐ False

## Standard 7 - Human Resources

Tick the correct answers. There may be more than one correct answer for some questions.

1. **As a volunteer, I don't have to keep up to date with the training my service asks me to do.**
  - ☐ True
  - ☐ False
  
2. **Our Service keeps a record of the training that we complete and ensures that everyone, staff and volunteers, are up to date.**
  - ☐ True
  - ☐ False

## Standard 8 - Organisational Governance

Tick the correct answers. There may be more than one correct answer for some questions.

- 1. As the governing body for Meals On Wheels, the Committee's responsibilities include:**
  - ☐ Ensuring our policies and procedures are current
  - ☐ Reviewing our risk register regularly
  - ☐ Monitoring our service performance for safety and quality
  - ☐ Planning for future operations and requirements
  
- 2. Continuous Improvement is the responsibility of:**
  - ☐ The Committee
  - ☐ The Finance team
  - ☐ Staff
  - ☐ Everyone
  
- 3. I received an email from a cleaning service saying they owe one of our clients a refund but the client gave the wrong banking details. Could I provide the client's banking details to the cleaning service?**
  - ☐ Yes, they want to pay money to the client
  - ☐ No, never provide sensitive information - report this email to your supervisor
  
- 4. In the video, you saw a volunteer place a second esky on the ground. What possible risks could she be addressing with the second esky?**
  - ☐ Esky too heavy
  - ☐ Esky damaged
  - ☐ Esky on the ground
  - ☐ All of the above



**Meals on Wheels  
Queensland**

## **Acknowledgment of Aged Care Quality Standards Training Completion**

I ..... hereby declare that I have completed the Aged  
Care Quality Standards Training and understand how to apply the information to my  
Meals on Wheels role.

Date:    /    /

Name: .....

Signature: .....

Supervisor: .....

Signature: .....