

## **Consultation on the draft National Safety and Quality Health Service Standards (second edition) Aged Care Module**

The Australian Commission on Safety and Quality in Health Care (the Commission) is seeking feedback on the draft ***National Safety and Quality Health Service (NSQHS) Standards Aged Care Module***. This module has been developed to allow organisations to meet the requirements of both the NSQHS Standards and the Aged Care Quality (ACQ) Standards by assessment to one set of standards.

This draft module describes the gap between the two standards in the form of six actions. Implementation of these six actions and the NSQHS Standards enables organisations to meet the requirements of both the NSQHS and ACQ Standards.

The development of the NSQHS Standards Aged Care Module is a project on the Commission's work plan endorsed by states, territories and the Commonwealth.

### **Consultation has commenced and will run until 9 August 2019.**

Our preferred method for receiving your feedback is via SurveyMonkey. Please [submit your feedback](#) through this survey. However written submissions can be emailed to [NSQHSStandards@safetyandquality.gov.au](mailto:NSQHSStandards@safetyandquality.gov.au).

If you have any queries about the survey please contact the National Standards Program by email to [NSQHSStandards@safetyandquality.gov.au](mailto:NSQHSStandards@safetyandquality.gov.au) or telephone 1800 304 056.

You are invited to provide feedback on the NSQHS Standards Aged Care Module, or alternatively, specific actions that are important to you. Included below are questions to guide your feedback. You can answer all, some or none of the questions in your feedback. There is no word limit on your response.

- Is the intent of the module clear?
- Is the language in the module clear?

For each of the six actions:

- Is the intent of this Action clear?
- Is the language of this Action clear?
- Can compliance with this Action be easily measured?
- Is the requirement in this Action appropriate to MPSs?
- Do you have any specific comments on this Action?
- What, if any, additional requirements should be included in the module?
- Please provide any other feedback you have on this module?

AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE



**DRAFT**

**National Safety and Quality  
Health Service Standards  
(second edition)**

**Aged Care Module**

July 2019



# Introduction

## Purpose

The National Safety and Quality Health Service (NSQHS) Standards have been reviewed against the Aged Care Quality (ACQ) Standards. This has shown there is a significant overlap in the requirements of the two sets of standards. This document describes the six actions that address the gaps when the ACQ Standards are reviewed against the NSQHS Standards.

Together these six actions form the NSQHS Standards Aged Care Module. This Aged Care Module has been developed in collaboration with the Australian Commission on Safety and Quality in Health Care, the Australian Government, state and territory departments of health, and the Commission's Multi-purpose Services Project Advisory Committee. The final Aged Care Module was also informed by the work of the NSW Agency for Clinical Innovation *Living Well in a Multipurpose Service*<sup>1</sup>.

## Audience

The Aged Care Module has been developed for use by Multi-purpose services (MPS). MPSs are organisations that largely operate in remote and small communities, providing a range of care that may include acute, community, primary care and aged care services.

Accrediting agencies will assess these actions in Multi-purpose services.

## Further information

Organisations providing aged care in Commonwealth subsidised aged care services are required to comply with the ACQ Standards. The Australian Government Department of Health has indicated Multi-purpose services are required to comply with the ACQ Standards, and this could be achieved through the implementation and assessment to the NSQHS Standards along with the Aged Care Module, allowing for a single assessment.

Once the draft Aged Care Module is finalised the Commission will develop resources to support multi-purpose services implementing the Aged Care Module. These will be based on resources developed by the Aged Care Quality and Safety Commission for the introduction of the ACQ Standards.

Assessment to the NSQHS Standards and the Aged Care Module is scheduled to commence from January 2021.

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<sup>1</sup> NSW Agency for Clinical Innovation. [Living Well in a Multipurpose Service](https://www.aci.health.nsw.gov.au/resources/rural-health/multipurpose-service-model-of-care-project/living-well-in-multipurpose-service). Chatswood: ACI; 2016 [cited 2019 May 16]. Available from: <https://www.aci.health.nsw.gov.au/resources/rural-health/multipurpose-service-model-of-care-project/living-well-in-multipurpose-service>

## Aged Care Module

Organisations providing aged care services ensure consumers are treated with dignity and respect; can make informed choices; get the services and supports for daily living that are important for their health and well-being; are cared for in a safe and comfortable environment from a qualified workforce and are free from abuse and neglect.

| Item                                  | Action   |
|---------------------------------------|--|
| Consumer dignity and choice           | <p>A1. The health service organisation has processes to routinely provide residents with:</p> <ul style="list-style-type: none"> <li>a. Opportunities to establish and maintain relationships of their choice, including intimate relationships</li> <li>b. Support for daily living that promotes, emotional, cultural, spiritual and psychological wellbeing.</li> <li>c. Mechanisms to optimise independence to promote quality of life</li> <li>d. Support to make choices about their care, including taking risks</li> </ul> |
| Services and supports of daily living | <p>A2. The health service organisation has processes to support residents to:</p> <ul style="list-style-type: none"> <li>a. Participate in meaningful activities within and outside the organisation</li> <li>b. Have social and personal relationships</li> <li>c. Do things of interest to them</li> </ul> <p>A3. The health service organisation provides residents with meals that are varied, nutritious, appetising and adequate quantity</p>  |
| Organisation's service environment    | A4. The health service organisation provides a welcoming and homelike environment that optimises consumer's sense of belonging and interactions, with support to access indoors and outdoors   |
| Human resources                       | A5. The workforce is planned and health service organisation use the recruitment and training systems to ensure the number and skills mix of the workforce can deliver safe, and quality care and services   |
| Organisational governance             | A6. The health service organisation has processes to identify and respond to abuse and neglect of residents  |