

## Accreditation Decision Service and Approved Provider Details

### Service Details

Service Name: Queen Victoria Home

Service I.D. Number: 8017

Number of beds: 139      Number of High Care Residents: 79

Special Needs Group catered for: N/A

  

Street: 13 Milford Street

City: Lindisfarne      State: Tasmania      Postcode: 7015

Phone: 03 6243 8566      Facsimile: 03 6243 7672

E-mail address: Queenvic@courier.tas.gov.au

Contact Name and Position at Service: Michael Bratt – Chief Executive Officer

### Approved Provider Details

Provider Name: The Queen Victoria Home Inc

PO Box: PO Box 20

City: Lindisfarne      State: Tasmania      Postcode: 7015

Phone: 03 6243 8566      Facsimile: 03 6243 7672

Contact Name: Ken Stewart

### Assessment Team

Team Leader: Gerard Velnaar

Team Members: Susan Rodd, Glynis Warren and Andrea Price

## Aged Care Standards and Accreditation Agency Ltd Decision to Accredit

The Aged Care Standards and Accreditation Agency Ltd has decided to accredit Queen Victoria Home in accordance with Part 2, Division 3, Subdivision 4 of the Accreditation Grant Principles 1999.

The Agency has also decided that the period of accreditation of Queen Victoria Home is 3 years, from 10 August 2000 to 10 August 2003.



Gerald E Overton  
State Manager  
Victoria & Tasmania

Date: 10 August 2000

Please note: that in making an accreditation decision, the Agency has taken into account the following things, as required, by the *Accreditation Grant Principles 1999*:

- The desk audit report (if any); and
- The site audit report; and
- Information (if any) received from the Secretary (of Department of Health and Aged Care) about matters that must be considered, under Division 38 of the *Aged Care Act 1997*, for certification of the service; and
- Other information (if any) received from the Secretary; and
- Information (if any) received from the applicant in response to the statement of major findings presented to the applicant at the conclusion of the site audit (*the site audit report may take into account this information (if any) from the applicant*); and
- Whether it is satisfied that the residential care service will undertake continuous improvement, measured against the Accreditation Standards, if it is accredited.

## Executive Summary of the Assessment Team's Report in relation to the Accreditation Decision

The *Accreditation Grant Principles 1999* require that the Agency publish the decision, and the executive summary of the assessment team's report.

The things considered in making an accreditation decision are explained on the previous page.

**Readers should note that the executive summary of the team's report as here published formed only a part of the information which the Agency considered in making its decision. The executive summary only shows the position at the time of the team's assessment of the service and readers should note that the position may have changed since that time.**

<b>Standard:</b>	<b>Management Systems, Staffing and Organisational Development</b>
<b>Rating:</b>	Satisfactory
<p><b>Summary:</b> Queen Victoria Home is located on the eastern shore of the Derwent River, close to the centre of Hobart. It offers independent living units and apartments, and also provides residential aged care. Senior management are responsible for the day-to day running of the home, and report to the Board of Management. An extensive building redevelopment has been undertaken over the last five years.</p> <p>Queen Victoria Home demonstrates a commitment to continuous improvement in a number of ways. During 1998, the service started a quality improvement team, the Towards Excellence in Aged Care (TEAC) team. The TEAC team has led the development of policies and procedures that cover all outcomes of the Accreditation Standards. The team meets on a weekly basis; from this team a number of "support teams" have formed to guide improvements in palliative care, infection control, and recently, in medication management. Quality audits have commenced in safety, manual handling, and infection control; audits covering all other Accreditation Standard outcomes are planned. Staff, residents and their representatives are able to contribute ideas for improvement through staff meetings, resident meetings and "Have Your Say" forms.</p> <p>The Board and senior management have supported major change within Queen Victoria Home over the last six months, particularly with the transfer of twenty-seven residents from the previous Lord Fraser Home. The change process has been facilitated through ongoing consultation with residents and their representatives, and relevant training of new and existing staff. A series of vision workshops, to further support change, is planned to commence in August 2000. The workshops will involve all staff, residents, and other stakeholders, and will assist in developing a new strategic plan for the home.</p> <p>Queen Victoria Home has recently appointed a Human Resources Officer to assist in the refinement of human resource policies and procedures.</p>	

Most staff have participated in annual performance reviews, and all staff are expected to have undertaken a performance review by September 2000.

Competency based position descriptions are being systematically introduced for all staff.

A system of archiving administrative and resident records is in place. The administrative computer system is networked, with access by password only. Computer files are automatically backed up, and stored off-site. The team observed that some resident records were not stored appropriately. Queen Victoria Home needs to review current practices to ensure that all confidential information is securely stored.

Management of Queen Victoria Home review work completed by external contractors on a regular basis, and service agreements are in place with a number of providers including gardening, fire equipment, and lift maintenance contractors.

Queen Victoria Home keeps a record of complaints and compliments that are written on 'Have Your Say' forms. Feedback is provided to anyone who completes a form. Information on Advocacy Tasmania, and the Commonwealth Complaints Resolution Scheme is readily available: brochures are displayed, it is advertised in the resident newsletter, and a reminder about these services is given at resident meetings.

**Standard: Health and Personal Care**

**Rating: Satisfactory**

**Summary:** The health and personal care needs of residents are identified through comprehensive assessment processes, and the development of suitable care plans; assessments include review by specialists, for example physiotherapists, medical practitioners, continence advisors, podiatrists, and dementia support experts. Each care plan is regularly reviewed, to ensure it remains consistent with the changing care needs of the resident. All care is planned and delivered under the supervision of registered nurses.

Queen Victoria Home employs a physiotherapist for three hours each week. The physiotherapist assesses residents, and develops a personalised exercise plan to promote their mobility, independence, and dexterity. Diversional therapy staff have been trained as physiotherapy aides, and are responsible for assisting residents to undertake their exercise plan. Many residents were observed to be using items, such as walking frames and wheelchairs, to improve their mobility.

Complementary therapies are incorporated into routine care, and include therapeutic touch (a recognised complementary therapy to promote comfort, relaxation, and holistic healing), and validation therapy (a communication technique in which the resident's perceptions are accepted as their reality). Staff complete appropriate training before offering these therapies to residents.

Queen Victoria Home has recently established a Medication Management Team to monitor and improve the management of residents' medications. A number of areas of medication management did not comply with regulatory requirements; for example it was not always documented that medications had been administered; some orders did not include the route of administration; not all medications were securely stored. The service needs to review its current system of medication management to ensure that all medications are stored and administered in accordance with regulatory requirements, and professional guidelines.

A comprehensive and sensitive palliative care booklet has been developed; this is offered to residents, and/or their representatives, and provides information and assistance for residents who choose to record their palliative care wishes. Residents who experience pain are assessed to identify potential causes; appropriate interventions are then planned, implemented and evaluated. Strategies to manage pain include massage, validation therapy, therapeutic touch, and prescribed medications. Therapeutic touch and validation therapy are also used to complement the management of some residents who have challenging behaviours. The effectiveness of behaviour management programs is routinely evaluated.

Residents and their representatives told the team that they were very pleased with the care received at Queen Victoria Home, and described the staff as caring, kind, and thoughtful.

**Standard: Resident Lifestyle**

Rating: Satisfactory

**Summary:** Queen Victoria Home's mission statement refers to the provision of a loving, secure environment for residents; the team observed that the way in which staff interacted with residents, visitors, and each other, was consistent with this. Residents told the team that staff are very kind, generous and helpful.

New residents are welcomed to Queen Victoria Home with flowers, and staff time is made available to assist the resident to settle in. A checklist is used to ensure that there is a comprehensive orientation to the physical environment and routines of the home.

Diversional therapy staff interview residents following their entry to the home; during this interview a comprehensive personal profile is compiled and is used to develop a program of suitable leisure activities for each resident. The team observed high numbers of residents participating in activities; Queen Victoria Home provides a stimulating and varied assortment of leisure options which residents confirmed that they enjoy. For example, a "Living and Learning" program provides relevant, and topical activities; guest speakers have included a pharmacist and a real estate agent. The swimming pool is also enjoyed and accessed by residents. Some residents attend community-based activities in which they are interested, for example a resident who uses a wheelchair goes to art classes via a maxi-taxi.

An informative resident newsletter is published every three months; it includes updates of news about Queen Victoria Home.

Special cultural and religious needs are identified through the assessment processes used; recent renovations to the building have included the building of a non-denominational chapel. Resident documentation confirmed that staff at the Migrant Resource Centre are consulted if required.

**Standard: Physical Environment and Safe Systems**

Rating: Commendable

**Summary:** All residents have single room accommodation at Queen Victoria Home. Some residents have refrigerators in their rooms, and kitchenettes are provided in communal areas. The building and grounds are well maintained, and provide a safe and comfortable environment for residents, staff and visitors. An extensive rebuilding program, and the construction of the new Southern Wing have been completed, and included new resident rooms, an auditorium, pool, hairdressing salon, lounges and other multi-purpose areas.

Queen Victoria Home demonstrates a strong commitment to continuous improvement in occupational health and safety (OHS). An external audit, based on a best practice occupational health and safety model, was conducted in September 1998; many improvements such as the development of OHS policies, formalisation of incident and hazard reporting mechanisms, and training of OHS committee members resulted from this audit. The service has conducted a further two audits of the system to monitor their on-going progress.

Management identified the need to reduce workplace injuries and worker's compensation premiums. A training program that would potentially reduce the number of injuries was investigated, and subsequently implemented at Queen Victoria Home. The program, called Manutention, is a manual handling technique that utilises leverage and natural body weight; five staff members attended initial training in the technique.

Two staff members undertook further training to become accredited instructors; all staff at the home now participate in Manutention training with an on-site instructor. A Manutention training manual has been developed and is provided to all staff during orientation. The training has been provided externally to another nursing home, and also to a group of physiotherapists. Staff spoken with confirmed that the training was beneficial and had resulted in more safe and gentle ways of physically assisting residents. Since implementing the program in 1997, workers compensation premiums have been reduced, and the number of manual handling incidents has dropped to zero.

Queen Victoria Home has an approved evacuation plan in place, and key staff have attended appropriate training in fire safety and emergency control. A consultant has been engaged to undertake a risk assessment of the service's security systems, using the Australian Standards for Security of Health Care Facilities.

Queen Victoria Home is implementing "Hazard and Critical Control Point" requirements in food preparation, and staff were observed using safe food handling techniques.

Residents are offered a choice in meals, and their likes and dislikes are recorded. Residents who require special diets are provided suitable meals. Residents and relatives were generally very pleased with the quality and quantity of food provided.

Staff at Queen Victoria Home follow a systematic cleaning process in all areas of the home. All laundry is done on site, and residents stated that they were satisfied with the cleaning and laundry service provided.