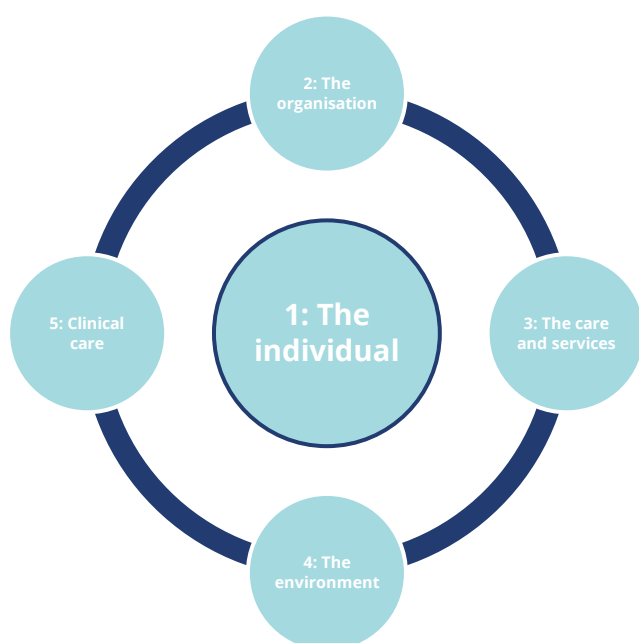




Strengthened Aged Care Quality Standards

Strengthened Quality Standard 1: The individual

Community Nursing provider fact sheet



Client statement

**I am valued and have choice
over the life I lead**

Worker statement

**I understand the people I care
for and support them in
choice that impact their lives**

Strengthened Quality Standard 1 is the basis for the delivery of community nursing services and includes important concepts which are relevant to all Standards.

Strengthened Quality Standard 1 underpins the way you and your staff should treat clients. It explains how important it is for you to understand that each client is unique and has a different life story.

This means you need to make sure you understand each person individually, including their wishes and preferences to give the right person-centred care tailored to meet their individual needs.

Standard 1 reflects important concepts about dignity and respect, client individuality and diversity, independence, choice and control, culturally safe care and dignity of risk. These are all important in fostering a sense of safety, autonomy, inclusion and quality of life for Community Nursing clients.



Strengthened Quality Standard 1: The individual

Community Nursing Provider fact sheet

The expectations of providers to understand the diversity of clients receiving care has been emphasised under this Standard. This includes specific requirements relating to Aboriginal and Torres Strait Islander persons and people living with dementia.

To understand the strengthened Quality Standards, we recommend you:

- Get to know the key topics in each of the strengthened Quality standards
- Think about how you apply these topics now



What are the key topics in strengthened Quality Standard 1?

Strengthened Quality Standard 1 includes **key topics** that can be demonstrated by:

- using the principles of person-centred care to create professional and trusting relationships with the people in your care
- encouraging a sense of safety, independence, inclusion and quality of life for clients in your care
- treating clients receiving care with dignity and respect by giving them choice and personal privacy, and understanding and respecting their rights
- supporting independence and quality of life through advocacy and allowing clients to make their own decisions. This includes decisions to take risks where older people make that choice
- organising substitute decision makers after you've tried all options to support a client to make decisions
- understanding the diversity of clients receiving care, including the needs of Aboriginal and Torres Strait Islander persons and people living with dementia
- being open and transparent with the clients you care for, including about care plans and service agreements.

This Standard **focuses on:**

- person-centred care
- culturally safe care
- trauma awareness and healing
- informed care
- decision making
- dignity of risk



Strengthened Quality Standard 1: The individual

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How can you demonstrate conformance with strengthened Quality Standard 1 and DVA Community Nursing Program requirements?

Community Nursing providers should review service systems and processes. Then look at how these are put into practice.

This means you should:

- make sure you have clearly documented systems and processes
- use monitoring tools to show how workers are following these processes and find opportunities for improvement
- work with clients receiving care to understand their experience and care outcomes
- ask for feedback from your governing body, managers, clients you care for, and others involved in the delivery of care and services
- use feedback to improve your care and services.

Examples of areas you should consider for strengthened Quality Standard 1 include how your service:

- monitors, plans and reviews the delivery of care and services. You can show this by making sure clients' needs, goals and preferences are at the centre of your quality and care systems
- develops and applies strategies that are tailored for each person. You can show this by partnering clients receiving care to develop and improve service agreements and care plans
- delivers trauma-aware and healing informed care and services. You can show this by making sure workers understand the different backgrounds, types of trauma and how this can affect clients

Reflective questions for Community Nursing providers

- How do you make sure you reflect these key topics in the care and services you provide to clients?
- How do you work with clients receiving care in the design of their care and services?
- How do you get feedback from clients receiving care about their experiences?
- How do you use feedback from clients and your workers to improve care?

What can you do to show that your workers:

- understand the clients they are providing care for and support them to make choices that impact their lives, including choices about risk taking?
- are delivering care consistent with your service's policies and procedures and in line with DVA Community Nursing Program requirements?





Strengthened Quality Standard 1: The individual

Community Nursing Provider fact sheet

Resources

For further information visit the training and resources for DVA contracted Community Nursing providers webpage available at <https://www.dva.gov.au/providers/community-nursing-services-and-providers/training-and-resources-for-dva-contracted-community-nursing-providers>

The standards are incorporated into the contractual requirements outlined in the [Notes for Community Nursing Providers](#). Community Nursing providers can contact nursing@dva.gov.au for questions regarding the application of the Strengthened Aged Care Quality Standards when delivering community nursing services.