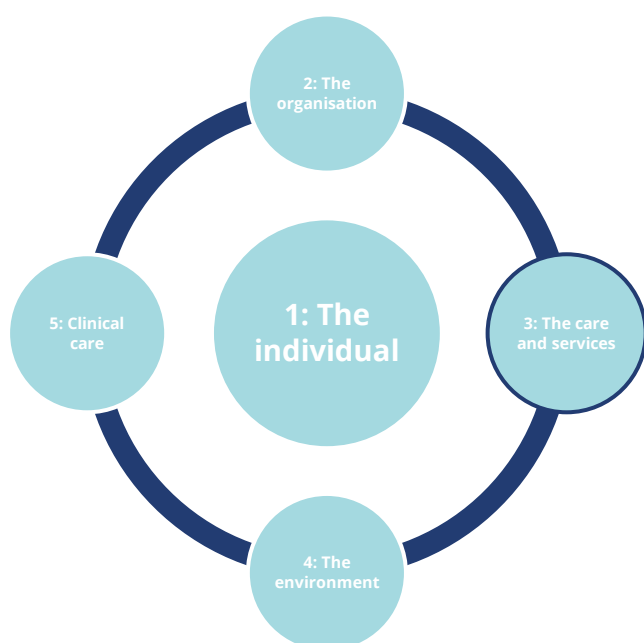




Strengthened Aged Care Quality Standards

Strengthened Quality Standard 3: The care and services

Community Nursing provider fact sheet



Strengthened Quality Standard 3 explains the way providers need to deliver community nursing services.

Strengthened Quality Standard 3 is about the way you tailor care and services to each client. You need to understand that the client has the right to take risks, and you need to plan care to support this.

Client statement

My care is based around who I am and what's important to me

Worker statement

I understand who I'm caring for and what is important to them



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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 3?

Strengthened Quality Standard 3 includes **key topics** that can be demonstrated by:

- having a system to identify and review the skills and strengths of people living with dementia
- developing care plans with clients

It also includes **expectations** that can be demonstrated by:

- using a holistic approach to understand the clients you provide care to. This means that you need to look at the whole person and all their needs
- supporting comprehensive nursing assessments and care plans
- improving client independence and helping clients get back their independence after an illness or injury
- focusing on preventative health
- respecting and supporting the rights of clients receiving care.

This Standard helps you **focus** on how you:

- help clients receiving care get back their independence after illness or injury
- encourage clients to be involved as partners in their care
- support a client's right to take risks
- strengthen multidisciplinary approaches to how you organise care
- support clients living with dementia.





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How can you demonstrate conformance with strengthened Quality Standard 3 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, workers and others involved in delivering care and services
- use feedback to improve your care and services.

Examples of areas you should consider for strengthened Quality Standard 3 include how your service:

- develops and applies processes for advance care planning. You can do this by talking with clients receiving care and finding out who they would like included in their comprehensive assessment and planning. Then discussing what they want for their care
- makes sure workers have the time, support and resources to plan and deliver safe, quality and person-centred care. You can start this process by assessing your worker's abilities when hiring
- works with clients receiving care to monitor and review comprehensive assessments and nursing care plans
- analyses, reviews and identifies areas where you can make improvements to the quality of care and services.

Reflective questions for Community Nursing providers

- How do you make sure this Standard's key topics are shown in the care and services you provide to clients receiving care?
- How do you work with clients to make sure their nursing care plans are tailored to their needs, goals and preferences?
- How do you ask for feedback from clients receiving care about their experience? How do you support clients to raise concerns?

What can you do to show that:

- workers can identify changes in what a client is able to do?
- workers understand what is important to the clients they are providing care for and how they can support them to live their best lives?
- your comprehensive assessment, planning, communication and organisation processes support you to deliver safe and quality care?





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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.