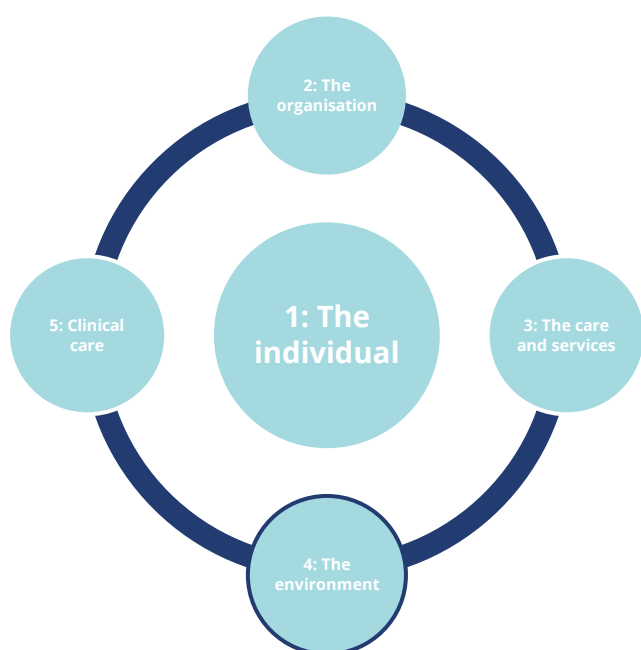




Strengthened Aged Care Quality Standards

Strengthened Quality Standard 4: The environment

Community Nursing provider fact sheet



Client statement

**I feel safe and supported
where I live**

Worker statement

**I create a safe and supportive
environment**

Strengthened Quality Standard 4 is about clients receiving community nursing services in an environment that is safe, supportive and meets their needs.

Strengthened Quality Standard 4 recognises the importance of clean, safe and comfortable environments that allow clients to move around freely. It prioritises good infection prevention and control (IPC) practices, which are a key part of service delivery to protect clients, their supporters, family, carers and staff.

You need to understand how to identify infection-related risks and options to keep providing care that meets people's needs.



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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 4?

Strengthened Quality Standard 4 includes **key topics** that can be demonstrated by:

- supporting clients receiving care to feel safe in their home by identifying and reducing environmental risks relevant to services
- equipment used in the delivery of services must be safe, used for its intended purposes and meet the needs of the client
- providing a well-maintained service environment
- designing a service environment that allows clients to move freely
- using high-quality IPC processes.

This Standard has a strong **focus** on:

- environmental risk assessment
- infection prevention and control.





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How can you demonstrate conformance with strengthened Quality Standard 4 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 4 include how your service:

- applies strategies that make sure the environment is safe for clients receiving care and workers. You can show this within your organisation's risk management system to reduce risk and improve the person's care environment
- applies inventory management systems and maintenance plans. This makes sure clients receiving care and workers know who is responsible for maintaining equipment and aids
- trains and guides workers on how to maintain and clean equipment. You should do this to make sure workers have the knowledge and ability to maintain the services equipment.

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 older people receiving care?
- How do you work with clients receiving care to design the environment where they receive their care and services?
- How do you ask for feedback from clients receiving care to make sure they feel safe and the environment meets their needs?

What can you do to show that:

- you make sure you provide care in a safe, clean and comfortable service environment that meets client needs and improves their sense of belonging?
- you make sure you use appropriate equipment that meets the needs of each person, it is well maintained, clean and workers know how to use it?
- you support workers by creating a service environment that is safe, supportive and meets the needs of the client receiving care?
- you have an IPC system in place, and your workers have received training and skill assessments?
- workers can identify and reduce any safety risks?
- workers are delivering care consistent with your policies and procedures and in line with DVA Community Nursing Program requirements?



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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.