



Aged Care Quality and Safety Commission

Infection Prevention and Control for COVID-19 Online Survey for Aged Care Home Services Providers

1. Home Service arrangements

- Type of services being provided

2. Service planning

- Do your home services have an infection control plan updated for COVID-19?
- Do your home services have a plan for business continuity to maintain critical services, such as personal and clinical care, ensuring clients have access to meals and groceries, undertaking welfare checks, and undertaking phone/video call social interactions with clients during the current COVID-19 outbreak?
- Are your home services' health records, general practitioner details and representative contact details for all consumers up to date?
- Have your home services promoted staff flu vaccinations and maintained a system for recording staff vaccination status?

3. Clinical governance

- Do your home services have clear clinical governance and processes for communicating with primary care personnel and general practitioners about the clinical situation and changing care needs of consumers?
- Have your home services clearly identified consumers in high risk and high priority categories? (Risk maybe identified based on frailty, immunosuppression or other underlying chronic medical conditions as well as level of service dependency or difficulty in complying with hand hygiene, isolation, or other protective measures).
- Do your home services have the contact arrangements for the relevant Public Health Unit, State Department of Health, and Commonwealth Department of Health to access support and up to date information?
- Do your home services have an established process (consistent with current guidance) for routine assessment of residents with respiratory symptoms of fever or cough (with or without fever)?



4. Information and education for staff and volunteers

- Are your home services' staff (including volunteers if they are deployed) aware of the infection control plan for COVID-19, their roles and responsibilities, and lines of management reporting?
- Have your home services' staff and volunteers had training, relevant to their role, on how they are to control infection and prevent disease transmission?
- Do your home services' staff and volunteers know what to do if they identify a potential COVID-19 case and who to notify?
- Do your home services' staff and volunteers know who they must notify immediately if they are unwell or are unable to come to work for other reasons?
- Do your home services have established clear lines of communication between management and staff including volunteers to ensure updated information is shared in both directions as circumstances change?

5. Workforce actions

- Do your home services have workforce contact details up to date, including their emergency contact person's details?
- Do your home services have a contingency plan in case up to 20% to 30% of the workforce are unable to continue to work? (This should consider how the service will maintain critical services taking account of who and how alternative workforce, other organisations, or care models can be deployed)
- Do your home services have identified ways in which staff will be managed/assigned to reduce the risk of transmission between staff and consumers (e.g. through limited staff assignment to consumers at risk)

6. Equipment and resources

- Do your home services have a Personal Protective Equipment (PPE) use policy or guideline in line with current Australian Government Department of Health Advice on PPE use?
- Do your home services have an appropriate stock of PPE, hand sanitiser, and cleaning supplies, in anticipation of increased need?
- Have your home services taken steps to ensure increased frequency of cleaning, of vehicles, bags, equipment such as stethoscopes, monitors, and any shared workspaces?

7. Consumer actions Yes/Developing/No

- Have your home services updated their consumer contact information to ensure all details of emergency contacts and an alternative contact are current?
- Have your home services provided consumers' families with information about how to prevent COVID-19 infection and the actions the service has taken to prevent transmission?



- Have your home services identified who would be responsible for ongoing contact with consumers or their representatives. This includes contact arrangements for consumers or representatives to communicate with the service about a change in the health condition or circumstances of a consumer.
 - Have your home services encouraged consumers to create an emergency plan for themselves considering emergency contacts, general practitioner, medications list, ongoing treatment, and advance care plan if the consumer has one.
 - Have consumers of your services cancelled or deferred provision of home services due to COVID-19?
8. **Overall, how would you rate your home services' readiness in the event of a COVID-19 outbreak affecting the service?**
9. **What aspect of home service delivery are you most concerned about during the COVID-19 pandemic?**
10. **What is the main issue for your business in responding to COVID-19?**

