4

Consumer outcome

4 (1) *I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.*

Organisation statement

4 (2) *The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.*

Requirements

4 (3) The organisation demonstrates the following:

4 (3) (a) Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life.

4 (3) (b) Services and supports for daily living promote each consumer's emotional, spiritual and psychological well-being.

4 (3) (c) Services and supports for daily living assist each consumer to:

(i) participate in their community within and outside the organisation's service environment; and

(ii) have social and personal relationships; and

(iii) do the things of interest to them.

4 (3) (d) Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

4 (3) (e) Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

4 (3) (f) Where meals are provided, they are varied and of suitable quality and quantity.

4 (3) (g) Where equipment is provided, it is safe, suitable, clean and well maintained.

Meaning of services and supports for daily living

Services and supports for daily living include, but are not limited to, food services, domestic assistance, home maintenance, transport and recreational and social activities.

Purpose and scope of the Standard

A consumer might have some challenges in their health and abilities, but they still have goals they want to achieve. They also have roles that have meaning, and they want to manage their day-to-day life and live as well as they can. Services and supports for daily living cover a wide range of options that aim to support consumers live as independently as possible and enjoy life. They may be any services (other than clinical or personal care services) that an organisation provides under the *Quality of Care Principles, 2014*.

Examples of services and supports for daily living include:

- domestic help, such as cleaning, laundry, gardening and home maintenance services
- food services, including meals, food advice, delivery and preparation
- services to encourage and support consumers to take part in social and other activities they are interested in, including community life.

Delivering services and supports to improve a consumer's well-being and quality of life requires a consumer-centred approach. This means treating the consumer as a whole person and considering their physical and mental health, and spiritual, emotional and social life. Their relationships, attitudes, cultural values and the influences of those around them, including family and community are all important.

Socially including consumers isn't just about giving them opportunities to join in on activities that the organisation provides. It's also about making sure that consumers feel socially connected, can have relationships they choose, have control over their lives, have privacy and are able to contribute.

Care and services are expected to be delivered in a way that enables all a person's needs to be met. This includes making sure that enough time is allocated to allow staff to provide care and treatment in accordance with the person's assessed needs and preferences. There should be policies and procedures that support staff to deliver care and treatment in accordance with the requirements detailed in the care and services plan.

Organisations are expected to provide services and supports in line with the consumer's assessed needs, goals and preferences, and any care and services plan, or service agreement in place with the consumer. An organisation may not directly provide all the services and supports that are important to the consumer's well-being. However, it's expected that the organisation would help the consumer to access other services or supports, including those that the wider community may provide.

Services and supports for daily living

Standard 4 |

Assessment against this Standard

For each of the requirements, organisations need to demonstrate that they:

· **understand the requirement**

· **apply the requirement, and this is clear in the way they provide care and services**

· **monitor how they are applying the requirement and the outcomes they achieve**

· **review outcomes and adjust their practices based on these reviews to keep improving.**

Linked Standards

Standard 4 links to:

Standard 1
All aspects of services and supports for daily living needs to treat consumers with dignity and respect and support them to make choices. It's also important that services and supports are delivered in a way that is culturally safe.

Standard 2
Assessment and planning of the consumer's needs, goals and preferences promotes the delivery of safe and effective services and supports.

Standard 7
Workforce interactions with consumers need to be kind, caring and respectful of each consumer's identity, culture and diversity. In particular, the workforce needs to have the competency, qualifications and knowledge to deliver safe and effective services and supports for daily living and promote consumers' health, well-being and cultural safety.

Standard 8
The organisation's governing body is accountable for the delivery of safe and quality services and supports.

Relevant legislation

- *Aged Care Act 1997 (Cth), User Rights Amendment (Charter of Aged Care Rights) Principles 2019*
- *Privacy Act 1988 (Cth), Schedule 1, Australian Privacy Principles*
- Anti discrimination legislation nationally
- Work health and safety legislation nationally
- State and Territory mental health, guardianship and administration, enduring power of attorney and medical directive/ advance care planning legislation
- State and Territory food safety and handling legislation and regulations

Resources and references

- Australian Meals and Wheels Association (2016). *National Meal Guidelines: A Guide for Service Providers, Caterers and Health Professionals Providing Home Delivered and Centre Based Meal Programs for Older Australians*[1]
- Beyondblue (2014). *What works to promote emotional well-being in older people: A guide for aged care staff working in community or residential settings*[2]
- Dieticians Association Australia, *Healthy Eating, Healthy Ageing*[3]
- International Dysphagia Diet Standardisation Initiative[4]
- Meaningful Ageing Australia (2016). *National Guidelines for Spiritual Care in Aged Care*[5]
- Meaningful Ageing Australia, *Quality Standards spirituality videos*[6]
- New South Wales Government, *Eating Well – A nutrition resource for older people and their carers*[7]
- Victorian Government, Department of Health, *Well for life*[8]
- Tasmanian Government, Department of Health, *Malnutrition in older people online training*[9]

Standard | 4

1   http://www.mealsonwheels.org.au/wp-content/uploads/2016/10/NationalMealsGuidelines2016.pdf
2   https://das.bluestaronline.com.au/api/BEYONDBLUE/document?token=BL/1263A
3   https://daa.asn.au/marketplace/publications/resources-available-for-purchase/
4   https://iddsi.org/
5   https://meaningfulageing.org.au/wp-content/uploads/2016/08/National-Guidelines-for-Spiritual-Care-in-Aged-Care-DIGITAL.pdf
6   https://meaningfulageing.org.au/product/short-animations-aged-care-quality-standards-spiritual-care/
7   https://www.cclhd.health.nsw.gov.au/services/nutrition/nutrition-resources/
8   https://www2.health.vic.gov.au/ageing-and-aged-care/wellbeing-and-participation/healthy-ageing/well-for-life
9   https://www.dhhs.tas.gov.au/healthyageing/online_training/for_healthcare_workers_supporting_people_with_malnutrition

4

Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life.

Intent of this requirement

Receiving safe and effective services and supports for daily living can help consumers to be as independent as possible and maintain a sense of well-being. When these are tailored to their needs, goals and preferences, this helps to improve the consumer's quality of life.

The level and number of services and supports for daily living a consumer uses will vary. What's valuable and important to one consumer isn't always important to another.

It's expected that the consumer's services and supports for daily living are safe and effective and delivered in line with their assessed needs, goals and preferences. Safe and effective services and supports includes effective management of incidents and 'near misses' and documentation and review of these to inform continuous improvement.

Risks associated with the services and supports of each consumer should be managed in line with the consumer's care and services plan. This is so that the organisation supports them to safely maintain their best possible level of independence and function. For example, catering services may need to avoid particular foods for some consumers (due to allergies, diabetes or cultural needs). Or, the texture of food might need to be changed for consumers who have difficulty swallowing.

Reflective questions

How does the organisation know that the services and supports for daily living it provides are in line with the consumers care and services plan?

How does the organisation know that the services and supports are safe and effective?

What networks has the organisation developed to help provide services and supports for daily living to meet a consumer's needs goals and preferences?

How does the organisation measure how safe and effective their services and supports are in improving a consumer's independence, health, well-being and quality of life?

How does this occur when care is shared?

Does the organisation apply a problem-solving approach to manage risks to consumers?

Does the organisation take a balanced approach to reducing risks to maintain the safety of consumers, the workforce and others, while supporting consumer preferences?

Standard | 4

Examples of actions and evidence

Consumers

- Consumers say they are satisfied that the services and supports for daily living they receive and the services and supports help them do the things they want to do.
- Consumers can explain how the services and supports for daily living have improved their independence, health, well-being and quality of life.
- Consumers say they feel safe in the way services and supports are delivered and when using any equipment, device or item.
- Consumers say members of the workforce are flexible and can modify services and supports so they can continue to do things of interest to them, including at times when they feel less able to participate fully.
- Consumers can describe how they provide feedback to change the services and supports they receive.

Workforce and others

- The workforce can describe how they come to understand what consumers want to continue to do for themselves. They can also describe what the consumer needs to do to stay safe and well, and what they want to be able to do or keep doing.
- The workforce can describe how the organisation tailors the delivery of services and supports for daily living to meet the consumer's needs, goals and preferences.
- The workforce can describe how they work with consumers to help them do as much as they can for themselves and maintain their independence and quality of life.

- The workforce can describe how they know the services and supports they deliver are safe and effective.
- Workforce orientation, training or other records that show how the organisation supported the workforce to meet this requirement.

Organisation

- Consumer needs, goals and preferences are documented and made available to the workforce to inform the type of services and supports provided to the consumer, and the way that they are provided.
- Records reflect that the consumer and others they want to involve, are involved in deciding how the organisation delivers their services and supports.
- Records reflect strategies and options to deliver services and supports for daily living that reflect the diverse needs and characteristics of consumers.
- Records reflect processes in place to support problem solving, including where risks arise, so that consumers optimise their independence, health, well-being and quality of life.
- Records of incidents and 'near misses' and actions taken in response are documented.
- Evidence of improvements adopted after reports of incidents or 'near misses' investigations or feedback.
- Evidence of how the organisation's approach to providing services and supports for daily living, helps consumers stay active, involved and doing as much for themselves as possible.

4

Services and supports for daily living promote each consumer's emotional, spiritual and psychological well-being.

Services and supports for daily living

Intent of this requirement

This requirement focuses on how an organisation's services and supports for daily living can promote the emotional, spiritual and psychological well-being of consumers. This involves understanding and meeting the goals, needs and preferences of the consumer and delivering services and supports for daily living in a culturally safe way. This is important for consumers to realise their potential and have quality of life.

Consumers who need help to stay at home or who live in residential care may be experiencing challenges, change or loss, including to relationships, independence, self-worth, mobility and flexibility. They could also be experiencing a reduced sense of purpose and meaning. Approaches that promote emotional, spiritual and psychological well-being will minimise the risk of stress, depression or anxiety, and help consumers experience meaning and purpose. This could be through specific pastoral care, cultural, or religious activities that are meaningful to the individual consumer, or through everyday encounters that promote a sense of connection and community.

How an organisation achieves this, will depend on the consumer's experience, values and beliefs and their personal situation. It will also depend on the type of services and supports being provided by the organisation. Promoting empathy, compassion and connection between the consumer and members of the workforce in their day to day interactions, will support this approach.

Reflective questions

How is the understanding of the consumer as a person, with their own story and experiences, used to provide opportunities for growth, reflection, sense of connectedness and fulfilment?

How does the organisation support the workforce to understand, value and support consumers' emotional, spiritual and psychological well-being?

How does the workforce build and maintain trust with each consumer?
Do interactions between consumers and the workforce show that consumers receive services and supports that meet their emotional, psychological and spiritual needs, goals and preferences?

How does the organisation help consumers access a diverse range of spiritual care practitioners to meet their needs, goals and preferences?
This may include community leaders, cultural or religious communities, chaplains or pastoral care practitioners.

Examples of actions and evidence

Consumers

· Consumers say they feel connected and engaged in meaningful activities that are satisfying to them.

· Consumers say they can acknowledge and observe sacred, cultural and religious practices. They can also celebrate days that are meaningful to their culture or religion.

· Consumers say that their services and supports promote their spiritual, emotional and psychological well-being.

Workforce and others

· Members of the workforce describe how they have supported the emotional, psychological and spiritual well-being of consumers.

· The workforce can give examples of cultural awareness in their everyday practice and how they recognise diversity to provide services that are meaningful to the consumer.

· Workforce orientation, training or other records that show how the organisation supported the workforce to meet this requirement.

Organisation

· Strategic documents, policies and procedures show how the organisation provides services and supports to help consumers' emotional, psychological and spiritual well-being.

· Records show that the organisation delivers services and supports in line with the consumer's emotional, spiritual and psychological needs, goals and preferences.

· Evidence that shows how the organisation uses cultural and other expertise to help the workforce interact with consumers and promote emotional, spiritual and psychological well-being.

· Evidence of how the organisation monitors, reports and keeps improving its performance against this requirement.

4

Services and supports for daily living assist each consumer to:

(i)   participate in their community within and outside the organisation's service environment; and

(ii)   have social and personal relationships; and

(iii) do the things of interest to them.

Intent of this requirement

Consumers' well-being and quality of life are improved by their relationships with others and doing things they enjoy and find meaningful, providing a sense of purpose and identity. However, declining health and changed life circumstances, such as the loss of a partner or becoming less mobile, can lead consumers to be less socially involved.

The way each consumer wants to interact or take part in their community, or with others, will be different. How often consumers want to interact with others will also be different. It's important to understand the consumer's situation. This includes personal and social relationships that are important to them and their existing supports and networks. This will help organisations tailor and coordinate the services and supports they, and other organisations or community networks, provide for the consumer.

Reflective questions

How engaged is the organisation with its local community?
Does it ask for the advice of consumers and others on how to change, innovate and improve its services and supports to meet changing consumer needs?

Do the activities offered within the organisation provide meaning and a sense of purpose?
Are there opportunities for unplanned and self-directed activities?

How is the workforce supported to recognise and engage with consumers who are at risk of being socially isolated or feeling lonely?

When a consumer can't manage day to day activities like they used to, does the organisation take a reablement approach to delay decline?
Does it help the consumer stay engaged in the community and in meaningful activities?

Services and supports for daily living

Standard 4 | Requirement (3)(c)

Examples of actions and evidence

Consumers

- Consumers say they get the most out of their social life and can follow their interests.
- Consumers say they are supported to maintain personal relationships to the level they wish.
- Consumers say they can take part in community and social activities the way that they want to and as much as they want.
- Consumers say they have day-to-day control over what they take part in, how they take part and who they socialise with.
- Consumers say members of the workforce and the organisations who provide their services and supports understand what's important to them.

Workforce and others

- The workforce can describe how they work with other organisations, advocates, community members or groups to help consumers follow their interests, social activities and continue community connections.
- The workforce tackles barriers that prevent consumers from being active in their communities. They also tackle barriers preventing consumers from connecting socially, maintaining personal relationships and doing what interests them.
- The workforce can provide examples of how the organisation adapts services and supports when a consumer's situation changes. This makes sure they are still meeting the consumer's needs, goals and preferences for social connection and meaningful relationships.
- Workforce orientation, training or other records that show how the organisation supports the workforce to meet this requirement.

Organisation

- Evidence of how the organisation has maintained social supports for consumers and increased opportunities for social interaction.
- Evidence of how the service has tackled barriers that prevent consumers from taking part in their community and other activities.
- Records show that the organisation designs services and supports with the consumer and that they adjust these to reflect the consumer's changing needs, goals and preferences.
- Evidence that the organisation works with external groups offering tailored and culturally safe services and supports to a consumer or group of consumers.

Standard 4
Requirement (3)(d)

4

Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

Intent of this requirement

This requirement focuses on the communication processes that organisations are expected to have, so that their workforce has information about delivering safe and effective service and supports for daily living and understanding the consumer's condition, needs, goals and preferences. The information the workforce has access to should help them provide and coordinate services and supports that respects the consumer's choices. Good information management systems mean the consumer doesn't have to keep repeating their story.

If organisations transfer important information about a consumer's services and supports within and between organisations that are responsible for the consumer's services and supports, they can improve outcomes for the consumer. If the consumer's condition, needs, goals and preferences are known to those involved in the consumer's care it will:

- improve the safety, effectiveness and consistency of care and reduce the risk of harm

- improve the consumer's experience of care and deliver care which reflects their choices.

There are many different situations where this requirement applies. Including how an organisation communicates information about a consumer's condition, needs, goals and preferences:

- if their regular member of the workforce changes

- when members of the workforce change between work shifts

- when a consumer is transferred to hospital for specialist treatment

- when the consumer's condition, needs, goals or preferences have changed.

How information is communicated can vary, but the method needs to be efficient and fit the situation. Organisations need to collect and share the consumer's personal information in a way that complies with relevant privacy legislation. The organisation is also expected to find ways to include consumers, their representatives and others the consumer wants involved, in communication processes.

Reflective questions

When two or more organisations deliver services and supports, is it clear which organisation needs to communicate changes about a consumer's condition, needs, goals and preferences?
Is it clear who this should be communicated to?

When two or more organisations share services and supports, or where there are integrated services, what arrangements does the organisation have to share relevant information promptly?
How do they plan and deliver services and supports?

What tools and supports does the organisation provide for relevant members of the workforce to understand and communicate information about the consumer's services and supports needs and preferences?

How does the organisation support the workforce to see that part of their job is to work together to improve day-to-day services and supports and be clear on instructions on how to best support consumers?

What systems does the organisation have in place to include consumers, and others they want to include, in communication about their services and supports?

Standard | 4

Examples of actions and evidence

Consumers

· Consumers say they are fully informed and able to consent to information being shared with others about them.

· Consumers say that their services and supports are consistent. They have continuity of services and supports and don't have to repeat their story or their preferences to multiple people.

· Consumers say the organisation coordinates their services and supports well. They benefit from different organisations working together and sharing information about them.

· Consumers say they have quality services and supports because all members of the workforce involved have correct and up to date information. This includes replacement members of the workforce and those from different organisations.

· Consumer representatives say that the organisation has processes to support continuity of services and supports. It also has processes to communicate important information about a consumer's services and supports and how to delivers them.

Workforce and others

· The workforce can describe how the organisation tells them about a consumer's condition, needs, goals and preferences as it relates to their own roles, duties and responsibilities. The workforce can also describe how they share this information.

· Relevant members of the workforce show a clear understanding of information sharing and different types of consent.

· Relevant members of the workforce can describe how accurate, up-to-date and relevant information is shared with others as consumers move between care settings, such as between home and hospital.

· The workforce can describe the different situations where they shared documents or communicated information about the consumer's services and supports and how they complied with relevant privacy obligations.

· Workforce orientation, training or other records that show how the organisation supports the workforce to effectively coordinate care and to meet this requirement.

Organisation

· Evidence of an effective system to manage information that keeps suitable controls to maintain privacy and is in line with relevant legislation.

· Evidence that the organisation is actively communicating with others, internally and externally, to make sure that service and supports are delivered without any disruptions.

· Evidence that the organisation monitors how the workforce manages information in relation to information gaps, pending and missing information and that follow up occurs.

· Records reflect how the organisation asks for consent to release or share information using methods suitable for each consumer and in accordance with privacy legislation.

· Evidence that relevant members of the workforce have access to consumer records.

· Consumer care and service plans show evidence of updates, reviews and communication alerts. This includes information from multiple sources, updates from reassessments and their results.

· Policies and procedures that show how the organisation communicates important information about a consumer when they share the responsibility for services and supports with other service providers, or have transferred a consumer to another organisation.

4

Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

Intent of this requirement

An organisation may not be able to provide all the services and supports for daily living that a consumer needs to have meaning, purpose and connectedness in their life. However, it's expected that organisations support and help the consumer to follow activities they are interested in, take part in social activities and maintain and develop social and personal relationships. To do this, organisations can connect consumers with services and supports that others in the wider community provide.

Other individuals, organisations or specialist providers may be better able to deliver specific services and supports safely and effectively and which better line up with consumer choices. Organisations that provide aged care services and supports are expected to refer consumers to other individuals, organisations or providers as needed.

Having an active network of other individuals, organisations or providers they can refer or collaborate with, means the organisation can meet the diverse needs of consumers. It is expected that organisations do this in line with the *Quality of Care Principles, 2014*.

Organisations will need to meet obligations relating to privacy of information when co-ordinating care with other organisations, services or individuals.

Reflective questions

How has the organisation identified individuals, organisations or providers that can deliver services and supports to better meet consumer choices?

When more than one organisation is responsible for the services and supports of a consumer, is it clear to everyone who is responsible for providing the service or support at any point in time?

What are the barriers to timely referrals? Does the organisation actively work to remove these barriers?

Standard | 4

Examples of actions and evidence

Consumers

- Consumers say that where the organisation has been unable to provide a suitable service or support they have helped organise someone else to provide it.

- Consumers say the organisation has referred them to the appropriate individuals, organisations or providers to meet their changing services and supports needs.

- Consumers believe referrals happen promptly when their needs, goals or preferences change.

- Consumers say they are satisfied with the services and supports delivered by those they've been referred to. They also say the services and supports from the other individuals, organisations or providers are delivered in a culturally safe way.

Workforce and others

- The workforce can identify individuals, organisations or providers they can make referrals to and any referral criteria that applies.

- The workforce can describe how they refer consumers to other individuals, organisations or providers and how they collaborate to meet the diverse needs of consumers.

- The workforce can describe how the consumer is actively involved in decisions and about referrals and consent is obtained.

- Workforce orientation, training or other records that show how the organisation supports the workforce to meet this requirement.

Organisation

- The organisation's strategic and operational planning describes activities that maintain a network of individuals, organisations or providers they can refer consumers to.

- Evidence that the organisation has made links with individuals, organisations or providers, to make sure consumers have access to a range of service and supports for example memorandums of understanding.

- Consumers' care and services plans show that the organisation collaborates with other individuals, organisations or providers to support the diverse needs of consumers.

- Records that show the organisation regularly reviews the individuals, organisations or providers they refer to, to make sure their services remain safe and effective and quality care and services are being delivered.

- Consumer records show that the organisation makes timely referrals to other individuals, organisations or providers to meet the services and supports needs of consumers.

- Evidence of referral processes, outcomes for consumers, and projects that show quality improvement.

Standard 4
Requirement (3)(f)

4

Where meals are provided, they are varied and of suitable quality and quantity.

Intent of this requirement

The intention of this requirement is to make sure that consumers have enough nutrition and hydration to maintain life and good health and reduce the risks of malnutrition and dehydration. Meals and the dining experience are a very significant part of day-to-day life. They play an important role in connecting consumers socially and supporting a sense of belonging.

This requirement applies when an organisation provides the nutritional or hydration needs of a consumer as part of their care or services. Where it's part of their role, organisations are expected to make sure that consumers have enough to eat and drink to meet their nutrition and hydration needs and to provide consumers with the support they need to eat and drink.

This is expected to be based on assessed needs and address:

- what is needed to sustain life and support ongoing good health
- any dietary intolerances, allergies or medication contraindications
- the level of support or help the consumer needs
- consumer's preferences, and religious and cultural considerations
- timing of meals.

It's expected that organisations monitor nutritional and hydration intake to prevent dehydration, weight loss or weight gain.

Food can be a powerful social symbol for connecting consumers with moods, emotions and rituals related to their identity. Mealtime habits built over time can inspire feelings of comfort and familiarity for consumers. This is why it's important for an organisation to take into account a consumer's preferences, religious and cultural backgrounds when providing food and drinks or hosting meals.

Reflective questions

How does the organisation make sure nutrition and hydration needs are met?
How does the organisation make sure these needs are reviewed?
Does the provision of meals and drinks recognise any risks relating to a consumer's nutritional and hydration status?

How is the workforce supported to know when a referral for specialist nutritional advice is needed?
How is this advice accessed and how does the organisation make sure it is followed?

How does the organisation optimise the benefits of mealtimes?
This can include the atmosphere, interpersonal and social aspects of the dining experience.

How does the organisation involve the consumer in menu planning or food preparation?
How does the organisation know it's meeting the consumer's medical, cultural, religious or other meal needs?

How does the organisation make sure the presentation of each meal, such as its texture, flavour, smell and appearance, support good appetite and good food consumption?

Standard | 4

Examples of actions and evidence

Consumers

- Consumers say they can choose from suitable and healthy meals, snacks and drinks. They can also take part in planning their menu.

- Consumers say that the organisation consistently provides their meal and drink preferences and menu selections. They say the menu also meets their medical, cultural, religious or other needs.

- Consumers feel their dining experience is comfortable and not rushed. They also feel that any help they need to eat and drink is readily available and provided in a dignified way.

- Consumers are satisfied that they receive, or are helped to prepare, a variety of well proportioned, quality meals. They say the dining experience supports their quality of life.

- Consumers say if they are hungry or thirsty a member of the workforce will get them something to eat or drink.

- Observations that food and drink are put within the reach of consumers and given in a way that the consumer can eat and drink. This may include finger food, cut up or modified meals or thickened drinks, where appropriate.

Workforce and others

- The workforce can describe how they create an engaging mealtime experience that encourages consumers to eat and drink.

- The workforce can describe how they assess food and drinks outside of normal catering hours.

- Members of the workforce can describe how they make sure that meals vary and are of suitable quality and quantity.

- The workforce can demonstrate that they know consumers' nutrition and hydration needs and preferences and how to support consumers' independence. This includes preferred meal size, dietary or cultural needs and any support they need to prepare food or drinks.

- The workforce can describe when specialist nutritional advice is required and how to access it.

- The workforce know how to report any changes to a consumer's appetite or eating habits, or concerns about weight loss or dehydration.

- The workforce can describe how to make any changes to meals or drinks the consumer requests and say that changes are made in a timely manner.

- Workforce orientation, training or other records that show how the organisation supported the workforce to meet this requirement.

Organisation

- Evidence of processes in place to plan and deliver nutrition and hydration in line with consumers' needs and preferences.

- Evidence of how a range of consumers are consulted in developing menus. This makes sure that the menu includes varied meals and reflects the diversity of consumers.

- Systems that demonstrate ordering, storing and preparation of food and drinks occurs in a way that maintains their freshness and quality.

- Evidence of an individual and flexible approach to preparing and delivering meals and for vulnerable consumers. This includes consumers living with dementia or receiving palliative care.

- Records reflect menus have been reviewed for nutritional balance.

- Records confirm food safety and any other legislative requirements are met.

Standard | **4**

Standard 4
Requirement (3)(g)

4

Where equipment is provided, it is safe, suitable, clean and well maintained.

Intent of this requirement

Equipment that organisations provide for consumers to use outside the service environment (for example the consumers' own home) needs to be fit for purpose. This means it needs to be safe, suitable, clean and well maintained.

This includes equipment for routine and specialised care, consumer lifestyle, housekeeping and cleaning, gardening, transport and maintenance. Each consumer's equipment needs and preferences will vary. They will be based on their care, lifestyle, mobility, communication, housekeeping and other needs, goals and preferences.

The organisation is responsible for making sure that third parties who may be subcontracted, have the equipment they need to meet this requirement. For example, a subcontracted transport service must have a safe and suitable wheelchair ramp to access the vehicle if they provide services and supports to consumers who use a wheelchair.

If a consumer owns the equipment they need in delivery of services and support, the organisation needs to take reasonable steps to make sure that it's clean, safe and suitable for the consumer to use. This would include raising any concerns with the consumer, or their representative, so that the equipment can be maintained, cleaned or reassessed.

Reflective questions

How does the organisation assess and plan how they provide equipment in a way that makes sure consumers have safe and suitable equipment that meets their needs?

Are all members of the workforce using the equipment trained in its use? How do members of the workforce know when the equipment is no longer safe or suitable?

Are manufacturers' instructions on use, storage, maintenance and cleaning available and followed?

How does the organisation communicate to the consumer what their responsibilities are for cleaning, maintaining and storing the equipment?

Standard | **4**

Examples of actions and evidence

Consumers

- Consumers say they feel safe when they are using the equipment and they know how to report any concerns they have about safety.
- Consumers say that the equipment the organisation provides is suitable, meets their needs and they can access it when they need.
- Consumers are satisfied the equipment is clean and well maintained.

Workforce and others

- The workforce can describe how the organisation has trained them to safely use the equipment. They can also describe any responsibilities they share with the consumer for safety, cleanliness and maintenance.
- The workforce can explain how they would identify any potential risks to the safe use of the equipment. They can also describe how they would report when the equipment was no longer suitable for a consumer.
- Management of the organisation can describe how the organisation plans and follows maintenance and cleaning routines for equipment.
- Workforce orientation, training or other records that show how the organisation supports the workforce to meet this requirement.

Organisation

- The organisation has suitable arrangements for purchasing, servicing, maintaining, renewing and replacing equipment.
- Evidence that the organisation does risk and other assessments before they give equipment to consumers.
- Evidence that equipment is used, stored and maintained in line with manufacturers' instructions.
- Evidence that equipment is used for its intended purpose and the consumer who it's provided for is the one that uses it.
- Contract management or other documents show how the organisation ensures that sub-contractors have equipment to meet this requirement
- Clear responsibilities are documented for the safe use, ongoing suitability, cleanliness and maintenance of equipment where these are shared between the organisation and the consumer or a third party.