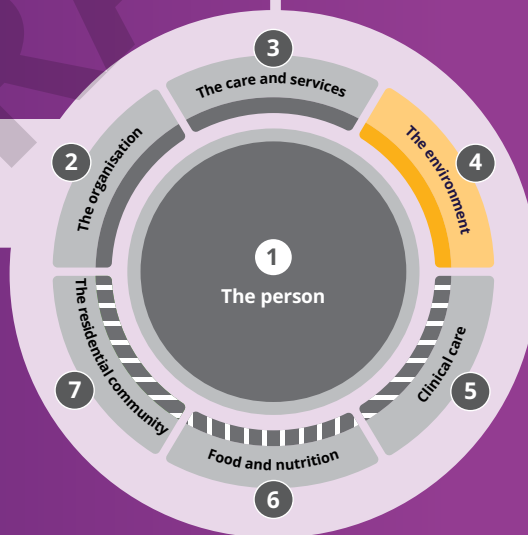




# Draft Standard 4 The Environment

Guidance material for the strengthened Aged Care Quality Standards for review and discussion

January 2024



4

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Please note the draft strengthened Quality Standards in this document are not yet in operation. This draft is intended for consultation purposes only.

# Purpose of the guidance

The Aged Care Quality and Safety Commission is committed to supporting the aged care sector to be ready for the implementation of the [strengthened Aged Care Quality Standards](#).

This draft guidance material is intended to support providers to comply with the strengthened Quality Standards. It also aims to promote best practice in service provision.

aged care services vary in size and structure and have different ways of meeting the Standards. The draft guidance shows how providers can demonstrate they meet each Standard outcome.

This material is not a prescriptive guide. When we assess provider conformance against the strengthened Aged Care Quality Standards we won't expect that every provider will necessarily be taking each of the described actions. The actions you take to deliver high quality safe care will depend on the circumstances of your service and the needs of the people in your care. The material in this document can be used as a guide to achieve quality care outcomes in your organisation.

## Consultation

We are consulting on the draft guidance materials for providers that deliver government-funded aged care services. Your insights will help to make our guidance materials:

- fit for purpose across service types
- practical and easy to understand
- useful tools for continuous improvement.

We invite you to consider the below questions when reading through this document:

- Have you read and understood the draft guidance material for the strengthened Quality Standard?
- To what extent do you feel the draft guidance is fit-for-purpose for the different service types you deliver?
- To what extent do you feel the draft guidance easy to understand and interpret?
- Is the level of detail in the guidance right for each outcome or action? Is there content missing in relation to any outcome or action?
- Please specify the outcome and action and tell us what you would like changed.

You can provide your feedback by filling in this [feedback form](#) or using the QR code on this page before midday (AEST) on 19 May 2024.



### Questionnaire

<https://survey.websurveycreator.com/s/ConsultationStrengthenedQualityStandardsMaterial>

# Structure of this document

The guidance material is intended to help support delivery of person centred quality care and outcomes. It presents the intent and outcomes of the strengthened Standard including key concepts.

The tables on the following pages outline how you can achieve these outcomes in practice, depending on your role within an organisation.

To help users easily find information that applies to their service role, there are separate tables for:

- Governing body
- Provider organisation
- Worker (when applicable)

Different colour bars at the top of the tables indicate who in your organisation the information is targeted for.

Each of the tables include suggested actions and activities that can help achieve the outcomes of the strengthened standards and support continuous improvement.

We are also developing examples and other key resources that can be used as a further guide to ensure best practice in person-centred care. These will be made available at a later stage.

# Guidance on Standard 4: The Environment

## What is the intent?

The intent of Standard 4 is to ensure that older people receive care and services in a physical environment that is safe, supportive and meets their needs. Effective infection prevention and control measures are a core component of service delivery to protect older people, their family, carers and workers.

## What will older people say if you are achieving the outcomes of this Standard?

"I feel safe when receiving care and services. Where I receive care and services through a service environment, the environment is clean, safe and comfortable and enables me to move around freely. Equipment is safe, appropriate and well-maintained and precautions are taken to prevent the spread of infections."



## What are the key concepts?

The following key concepts are covered by Standard 4: The Environment:

<b>Outcome 4.1a Environment and equipment at home</b>	<b>Outcome 4.1b Environment and equipment in a service environment</b>	<b>Outcome 4.2 Infection prevention and control</b>
Environmental risks*	Environmental risks*	Antimicrobials*
Care and services plan	Care and services plan	Aseptic technique
Equipment management*	Equipment management*	Contemporary evidence-based practice
Quality of life	Quality of life	Multidisciplinary care
Activities of daily living	Activities of daily living	Open disclosure
		Partnership

\* A full list of key terms and definitions for the strengthened Quality Standards can be found in the [Glossary of Terms and Definitions](#).

# Guidance for Outcome 4.1a: Environment and equipment at home

## What is the Outcome that needs to be achieved?

Providers support older people to mitigate environmental risks relevant to their care and services. Where equipment is used in the delivery of care and services or given to the older person by the provider, it is safe and meets the needs of older people.

## Why is this Outcome important?

Outcome 4.1a explains how important it is to make sure care and services in an older person's home:

- Are provided in a clean and safe environment.
- Use suitable equipment.

The following key concept has been strengthened:

- Discussing environmental risks with older people.

## How can you achieve Outcome 4.1a in practice?

Governing body	
Actions	Associated activities
<p><b>4.1.1a</b> Where care and services are delivered in the older person's home, as relevant to the services being delivered, the provider:</p> <ul style="list-style-type: none"> <li>a) Identifies any environmental risks to the safety of the older person</li> <li>b) Discusses with the older person, any environmental risks and options to mitigate these.</li> </ul> <p><b>4.1.2a</b> Equipment and aids provided by the provider are safe, clean, well-maintained and meets the needs of older people</p>	<p><b>Monitor the provider organisation's performance. You need to make sure the care and services older people receive at home is safe.</b></p> <p>The governing body:</p> <ul style="list-style-type: none"> <li>• Is accountable for the organisation's delivery of quality care and services (Outcome 2.2 and Outcome 2.3).</li> <li>• Needs to maintain oversight of all aspects of operations by reviewing the provider organisation's reports. Reports will describe the: <ul style="list-style-type: none"> <li>– Delivery of care and services at an older person's home.</li> <li>– Management of complaints, feedback and incidents (Outcome 2.5 and Outcome 2.6).</li> <li>– The quality of care and services delivered by workers (i.e., performance assessments).</li> </ul> </li> <li>• Must lead a culture of safety, inclusion and quality in care and services. This is done by monitoring and investigating priority areas found in the reports listed above. If the governing body finds any issues or ways the provider can improve through these reviews, the governing body needs to address them. The governing body needs to provide feedback and support to the provider to be able to improve.</li> </ul> <p>If things go wrong, the governing body needs to:</p> <ul style="list-style-type: none"> <li>• Practice open disclosure. This means being open about what has gone wrong and sharing this information with older people, their family and carers.</li> <li>• Implement strategies to mitigate the risk of things going wrong again.</li> </ul> <p>Further detail on this can be found at Outcome 2.3.</p> <p>When monitoring the provider organisation's performance, this needs to include monitoring the performance of any subcontracted providers.</p>



Provider organisation	
Actions	Associated activities
<p><b>4.1.1a</b> Where care and services are delivered in the older person's home, as relevant to the services being delivered, the provider:</p> <ul style="list-style-type: none"><li>a) Identifies any environmental risks to the safety of the older person</li><li>b) Discusses with the older person, any environmental risks and options to mitigate these.</li></ul> <p><b>4.1.2a</b> Equipment and aids provided by the provider are safe, clean, well-maintained and meets the needs of older people.</p>	<p><b>Develop and implement strategies that make sure the care and services you deliver at an older person's home are safe and meet their needs (Outcome 3.2).</b></p> <p>These strategies need to cover all situations where you deliver care and services at an older person's home. This helps make sure the environment is safe for the older person and workers.</p> <p>You need to follow these strategies when you are delivering care and services at an older person's home. You need to:</p> <ul style="list-style-type: none"><li>• Use the organisation's risk management system (Outcome 2.4). This will help you to find, assess, document, manage and review any environmental risks that may impact the safety of the older person. This includes risks associated with equipment or aids used in the delivery of care and services.</li><li>• Use the organisation's communication system if you find any risks (Outcome 3.3). You need to discuss these risks and how they can be managed with the older person. You need to include other people (such as workers, family and carers) in these discussions. It should be noted that not all risks can be mitigated and older people have the right to exercise a dignity of risk and choice during these discussions.</li></ul> <p>When the older person first starts receiving care, you may need to do an equipment and aid assessment. This assessment is to make sure equipment and aid given to the older person meets their needs. This includes finding and providing the equipment, aids, devices and products they need. You do not need to complete an equipment and aid assessment if you are not providing equipment to the older person.</p> <p><i>Continued on the next page</i></p>

Provider organisation (continued)	
Actions	Associated activities
	<p><b>Develop and implement strategies that make sure the equipment and aids you provide to older people are suitable, safe and clean.</b></p> <p>Strategies you can use to manage equipment can include:</p> <ul style="list-style-type: none"><li>• An inventory management system. You can use the system to record equipment and include details, such as where they are, what condition they are in, and who is responsible for maintaining the equipment. It can also include their technical specifications. This will help improve visibility and use of equipment. An inventory management system will be useful for you if you have many items to keep track of including for cleaning and maintenance.</li><li>• A maintenance plan that tracks the schedules for maintenance and repair works for equipment. This makes sure equipment safe for the older person and workers. It needs to be clear whose responsibility it is to maintain equipment and aids. This can be documented within agreements (Outcome 1.4).</li><li>• Documented processes to clean equipment. This makes sure that equipment is cleaned and checked. For example, you may need to do this before an older person is given the equipment and when it is returned to you, or regularly clean equipment used by older people and workers. This includes cleaning, as dust or dirt (or other materials) can build up when equipment is used or has been stored. It needs to be clear whose responsibility it is to clean equipment and aids. This can be documented within agreements (Outcome 1.4) or care and services plans (Outcome 3.1).</li><li>• Processes to verify that equipment supplied and owned by contractors and older people are safe and clean. This can include processes to request for maintenance schedules and photos of equipment before it is used (Including equipment from the goods, equipment, and assistive technology (GEAT) provider).</li></ul> <p><i>Continued on the next page</i></p>

<b>Provider organisation (continued)</b>	
<b>Actions</b>	<b>Associated activities</b>
	<p><b>Make sure workers who provide care and services in a home have the time, support, resources and ability to manage risk.</b></p> <p>You need to assess your workers' ability to find risks during the hiring process. You also need to provide workers with guidance and training on how to assess and respond to risks in line with:</p> <ul style="list-style-type: none"><li>• The organisation's policies and procedures.</li><li>• Their roles and responsibilities.</li></ul> <p>Workers can refuse service if they feel unsafe or threatened. You need to support workers to remove themselves from an unsafe or threatening situation and escalate concerns if needed. You can find more details about risk management in the guidance material for Standard 2 (Outcome 2.4).</p> <p>More information about training is included in the guidance material for Standard 2 (Outcome 2.9).</p> <p><b>Make sure workers have the time, support, resources and ability to check that equipment is safe, clean and well-maintained. They also need to make sure it meets the older person needs.</b></p> <p>You should assess your workers' ability to check equipment during the hiring process. You also need to provide workers with guidance and training about how to maintain and clean equipment used in an older person's home. Workers need to be able to do this in line with:</p> <ul style="list-style-type: none"><li>• The organisation's policies and procedures.</li><li>• Their roles and responsibilities.</li></ul> <p>More information about training is included in the guidance material for Standard 2 (Outcome 2.9).</p> <p><i>Continued on the next page</i></p>

Provider organisation (continued)	
Actions	Associated activities
	<p><b>Monitor how you deliver care and services in an older person's home to make sure it is consistent and effective.</b></p> <p>To understand if you are managing risks in the home and for the equipment you are using effectively, you need to review:</p> <ul style="list-style-type: none"><li>• Older people's care and services (Outcome 3.1).</li><li>• Complaints (Outcome 2.6).</li><li>• Feedback (Outcome 2.6).</li><li>• Incident information (Outcome 2.5).</li></ul> <p>For example, you may be looking for incidents where:</p> <ul style="list-style-type: none"><li>• Older people have not been involved when deciding how you will manage risks in their environment.</li><li>• Environmental risks have not been managed well.</li><li>• Equipment or aids have been reported as unsafe, unclean, not functional, or not suitable for the older people needs.</li></ul> <p>You also need to assess whether workers are following your quality management system (Outcome 2.9). You can do this through performance assessments and system checks.</p> <p>If you find any issues or ways you can improve through your reviews and assessments, you need to address them. If things go wrong, you need to be open about it and share this information with older people, their family and carers (Outcome 2.3).</p> <p>You can find more information on monitoring the quality systems in the guidance material for Standard 2 (Outcome 2.3).</p> <p><i>Continued on the next page</i></p>

Worker	
Actions	Associated activities
<p><b>4.1.1a</b> Where care and services are delivered in the older person's home, as relevant to the services being delivered, the provider:</p> <ul style="list-style-type: none"><li>a) Identifies any environmental risks to the safety of the older person</li><li>b) Discusses with the older person, any environmental risks and options to mitigate these.</li></ul>	<p><b>Use the organisation's risk management system to identify risks with the environment or equipment.</b></p> <p>Depending on the worker's role, this can include:</p> <ul style="list-style-type: none"><li>• Using the organisation's risk management system. This will help to find, assess, document, manage and review any risks that may the safety of the older person, workers or others (Outcome 2.4).</li><li>• Using the organisation's communication system if workers find risks. Workers need to discuss any risks and what they might do to reduce the risks with the older person, other workers and with family and carers (Outcome 3.3).</li></ul>
<p><b>4.1.2a</b> Equipment and aids provided by the provider are safe, clean, well-maintained and meets the needs of older people.</p>	<p><b>Use the organisation's system for managing equipment.</b></p> <p>Depending on the worker's role this can include:</p> <ul style="list-style-type: none"><li>• Using the organisation's maintenance plan. This tracks the maintenance and repair works needed to make sure equipment is safe.</li><li>• Using the cleaning plan. This makes sure equipment is cleaned and checked before the older person uses it and after the equipment is returned.</li><li>• Using equipment safely during delivery of care and services (Outcome 3.2).</li><li>• Supporting older people to use equipment safely (Outcome 3.2).</li></ul>

## What are the key resources that can be referred to?

The following key resources relate to Outcome 4.1a:

- [TO BE COMPLETED]

Key legislation relevant to this outcome includes:

- [TO BE COMPLETED]

Other provider obligations include:

- [TO BE COMPLETED]

The content for this page is still under development and will be included in the final versions of the Guidance material.

DRAFT

# Guidance for Outcome 4.1b: Environment and equipment in a service environment

## What is the Outcome that needs to be achieved?

Older people will expect access to care and services in a clean, safe and comfortable environment that optimises their sense of belonging, interaction and function.

Equipment used in the delivery of care and services is safe and meets the needs of older people.

## Why is this Outcome important?

Outcome 4.1b explains how important it is to make sure care and services:

- Are provided in a safe, clean and well-maintained service environment.
- Are fit-for-purpose for the older people.

The following key concepts have been strengthened:

- Using fit-for-purpose equipment.
- Maintaining a service environment which:
  - Is accessible for people with a disability.
  - Promotes movement and inclusion.
  - Reduces safety risks.

## How can you achieve Outcome 4.1b in practice?

Governing body	
Actions	Associated activities
<p><b>4.1.1b</b> The provider ensures the service environment is:</p> <ul style="list-style-type: none"> <li>a) Routinely cleaned and well-maintained</li> <li>b) Safe, welcoming and comfortable</li> <li>c) Fit-for-purpose</li> </ul> <p><b>4.1.2b</b> The provider ensures the service environment:</p> <ul style="list-style-type: none"> <li>a) is accessible, including for older people with a disability</li> <li>b) promotes movement, engagement and inclusion through design</li> <li>c) enables older people to move freely both indoors and outdoors</li> <li>d) unobtrusively reduces safety risks, optimises useful stimulation and is easy to navigate.</li> </ul> <p><b>4.1.3b</b> Equipment used in the delivery of care and services is safe, clean, well-maintained and meets the needs of older people.</p>	<p><b>Monitor the provider organisation’s performance. You need to make sure the provider’s strategies for managing equipment are effective.</b></p> <p>The governing body:</p> <ul style="list-style-type: none"> <li>• Is accountable for the organisation’s delivery of quality care and services (Outcome 2.2 and Outcome 2.3).</li> <li>• Needs to maintain oversight of all aspects of operations by reviewing the provider organisation’s reports. Reports will describe the: <ul style="list-style-type: none"> <li>– Management of complaints, feedback and incidents (Outcome 2.5 and Outcome 2.6). This should include information where equipment or aids have been reported as unsafe, unclean, not functional, or not suitable for the older people needs.</li> <li>– The quality of care and services delivered by workers (i.e., performance assessments).</li> </ul> </li> <li>• Must lead a culture of safety, inclusion and quality in care and services. This is done by monitoring and investigating priority areas found in the reports listed above. If the governing body finds any issues or ways the provider can improve through these reviews, the governing body needs to address them. The governing body needs to provide feedback and support to the provider to be able to improve.</li> </ul> <p>If things go wrong, the governing body needs to:</p> <ul style="list-style-type: none"> <li>• Practice open disclosure. This means being open about what has gone wrong and sharing this information with older people, their family and carers.</li> <li>• Implement strategies to mitigate the risk of things going wrong again.</li> </ul> <p>Further detail on this can be found at Outcome 2.3.</p> <p>When monitoring the provider organisation’s performance, this needs to include monitoring the performance of any subcontracted providers.</p>



<b>Provider organisation</b>	
<b>Actions</b>	<b>Associated activities</b>
<p><b>4.1.1b</b> The provider ensures the service environment is:</p> <ul style="list-style-type: none"> <li>a) Routinely cleaned and well-maintained</li> <li>b) Safe, welcoming and comfortable</li> <li>c) Fit-for-purpose</li> </ul> <p><b>4.1.2b</b> The provider ensures the service environment:</p> <ul style="list-style-type: none"> <li>a) is accessible, including for older people with a disability</li> <li>b) promotes movement, engagement and inclusion through design</li> <li>c) enables older people to move freely both indoors and outdoors</li> <li>d) unobtrusively reduces safety risks, optimises useful stimulation and is easy to navigate.</li> </ul> <p><b>4.1.3b</b> Equipment used in the delivery of care and services is safe, clean, well-maintained and meets the needs of older people.</p>	<p><b>Develop and implement strategies for maintaining a safe, clean and comfortable service environment.</b></p> <p>You need to use your risk management system (Outcome 2.4) when developing and implementing these strategies. This will help you to find, assess, document, manage and review any environmental risks that may impact the safety of the older person. This includes risks associated with equipment or aids used in the delivery of care and services.</p> <p>Strategies need to include:</p> <ul style="list-style-type: none"> <li>• A cleaning process that makes sure the service environment is clean and comfortable.</li> <li>• A cleaning and maintenance process for equipment in the service environment. This is to make sure you maintain equipment following the manufacturer's specifications.</li> <li>• Design and maintenance of the service environment. This is so that it promotes older people to do the things they want to do (Outcome 7.1). You need to do this with older people, to make sure it meets their needs and preferences. This can include:             <ul style="list-style-type: none"> <li>– Spaces that are welcoming, comfortable and promote social contact. You should make sure the design of spaces are culturally safe.</li> <li>– Dementia enabling design principles.</li> <li>– Spaces that allow older people privacy when this is wanted.</li> <li>– Areas and equipment that keep older people safe while also:                 <ul style="list-style-type: none"> <li>• Promoting movement, engagement and inclusion amongst older people.</li> <li>• Enabling older people to move about indoors and outdoors.</li> </ul> </li> </ul> </li> </ul> <p><i>Continued on the next page</i></p>

<b>Provider organisation (continued)</b>	
<b>Actions</b>	<b>Associated activities</b>
	<p>Strategies need to consider whether the service environment is suitable for each older person. This needs to happen in the assessment and planning phase (Outcome 3.1). This needs to include:</p> <ul style="list-style-type: none"> <li>• Finding areas of difficult access for older people with mobility challenges (Outcome 2.4).</li> <li>• Finding and following mitigative controls after partnering with older people. This is to understand how you can support their needs (Outcome 2.1). The controls need to be:             <ul style="list-style-type: none"> <li>– Unobtrusive. This means, minimising safety risks in a way that is least restrictive on an older person’s freedom. For example, fences and locked doors may inhibit movement. Where it is in the interests of an older person’s safety, it would be appropriate to risk assess the controls.</li> <li>– Optimises useful stimulation (e.g., place commonly used objects in clear sight, clear signage on the bathroom door).</li> <li>– Easy to navigate (e.g., motion sensor activated lights in hallways).</li> </ul> </li> <li>• Finding ways that older people receive care in the service environment that meets their current needs, goals and preferences (Outcome 3.2).</li> <li>• Finding ways the maintenance and design of the service environment can improve older people’s quality of life.</li> </ul> <p>Older people have the choice of bringing personal items (e.g., furniture or pictures) to the facility (Outcome 1.3). However, you must have processes to manage these risks (Outcome 2.4).</p> <p><b>Develop and implement strategies for managing equipment used in the care and services you deliver.</b></p> <p>The strategies needs to include:</p> <ul style="list-style-type: none"> <li>• Develop and use an inventory management system. This system is to record inventory of your equipment and includes details, like where they are at and what condition they are in. It can also include their technical specifications. This will help improve visibility and use of your equipment.</li> <li>• Develop and use a maintenance plan. The plan is to track the schedules for maintenance and repair works of your equipment used inside and outside of the service environment. The maintenance work is to make sure equipment is safe for the older person and workers.</li> <li>• Develop and use a cleaning plan. This plan is to make sure that your equipment is cleaned and checked. Dust (or other material) can build up when equipment has been stored for an extended period of time.</li> <li>• Make sure equipment that is shared between older people is checked and cleaned between each use.</li> <li>• Make sure there is enough equipment available to meet each older person needs.</li> </ul> <p><i>Continued on the next page</i></p>

Provider organisation (continued)	
Actions	Associated activities
	<p><b>Make sure your workers have the resources to keep a safe, clean and comfortable service environment.</b></p> <p>Resources include having time, support, tools and ability to keep a safe, clean and comfortable service environment.</p> <p>You should assess your workers' ability to maintain a safe service environment. This needs to include how to keep the environment clean and comfortable for older people. You should do this during the hiring process and through workers' performance reviews. You also need to provide workers with training and instruction about how to:</p> <ul style="list-style-type: none"><li>• Maintain a clean and safe service environment.</li><li>• Use equipment safely.</li><li>• How to do this in line with your policies and procedures.</li><li>• How to do this in line with their roles and responsibilities.</li></ul> <p>You can find more information on training and workforce planning in Standard 2 guidance material (Outcome 2.8 and Outcome 2.9).</p> <p><b>Make sure the workers who manage equipment have the time, support, resources, and ability to maintain and clean equipment.</b></p> <p>You should include instructions or training on equipment used in the service environment. The training needs to include:</p> <ul style="list-style-type: none"><li>• Maintenance.</li><li>• Cleaning.</li><li>• Risk assessments.</li><li>• How to use the equipment.</li></ul> <p>You can find more information on training and workforce planning in Standard 2 guidance material (Outcome 2.8 and Outcome 2.9).</p> <p><i>Continued on the next page</i></p>

Provider organisation (continued)	
Actions	Associated activities
	<p><b>Monitor strategies for maintaining a safe, clean and comfortable service environment. This is to make sure the system is effective and implemented by workers.</b></p> <p>To understand if you are maintaining a safe, clean and comfortable service environment, you need to review:</p> <ul style="list-style-type: none"><li>• Older person’s care and services plans. This includes older person’s progress notes (Outcome 3.1).</li><li>• Complaints (Outcome 2.6).</li><li>• Feedback (Outcome 2.6).</li><li>• Incident information (Outcome 2.5).</li></ul> <p>You need to include discussions with older people and their families for their input on the condition and comfort of the service environment.</p> <p>You may be looking for situations where:</p> <ul style="list-style-type: none"><li>• Older people have not been involved when deciding how you will manage risks in their environment.</li><li>• Environmental risks or incidents have not been managed well.</li><li>• People have reported not feeling safe, welcome, or comfortable at the service.</li><li>• These issues can be impacted by the way workers interact with older people and their families.</li></ul> <p>You also need to assess whether workers are following the provider’s quality management system (Outcome 2.9). You can include this in worker’s performance assessments and system checks. This can be done as part of the monitoring process in Outcome 7.1.</p> <p>If you find issues or ways you can improve through your reviews and assessments, you need to address them.</p> <p>If things go wrong, you need to be open about it and share this information with older people, family, and carers (Outcome 2.3).</p> <p>You can find more information on monitoring quality of care and services in the guidance material for Standard 2 (Outcome 2.3).</p> <p><i>Continued on the next page</i></p>

Provider organisation (continued)	
Actions	Associated activities
	<p><b>Monitor that the strategies for managing equipment are effective and implemented by workers.</b></p> <p>To understand if the service environment and equipment used are managed well, you need to review:</p> <ul style="list-style-type: none"><li>• Older people’s care and services plans including their progress notes (Outcome 3.1).</li><li>• Complaints (Outcomes 2.6).</li><li>• Feedback (Outcomes 2.6).</li><li>• Incident information (Outcome 2.5).</li></ul> <p>You need to include discussions with older people and their families for their input on the condition, safety, and comfort of equipment and the service environment.</p> <p>You will be looking for situations where equipment or aids have been reported as:</p> <ul style="list-style-type: none"><li>• Unsafe.</li><li>• Unclean.</li><li>• Not functional.</li><li>• Not suitable for the older people needs.</li></ul> <p>You also need to assess whether workers are following the service’s quality management system (Outcome 2.9). You can include this in worker’s performance assessments and system checks.</p> <p>If you find issues or ways you can improve through your reviews and assessments, you need to address them. If things go wrong, you need to be open about it and share this information with older people, family, and carers (Outcome 2.3).</p> <p>You can find more information on monitoring quality of care and services in the guidance material for Standard 2 (Outcome 2.3).</p>

Worker	
Actions	Associated activities
<p><b>4.1.1b</b> The provider ensures the service environment is:</p> <ul style="list-style-type: none"> <li>a) Routinely cleaned and well-maintained</li> <li>b) Safe, welcoming and comfortable</li> <li>c) Fit-for-purpose</li> </ul> <p><b>4.1.2b</b> The provider ensures the service environment is:</p> <ul style="list-style-type: none"> <li>a) is accessible, including for older people with a disability</li> <li>b) promotes movement, engagement and inclusion through design</li> <li>c) enables older people to move freely both indoors and outdoors</li> <li>d) unobtrusively reduces safety risks, optimises useful stimulation and is easy to navigate.</li> </ul> <p><b>4.1.3b</b> Equipment used in the delivery of care and services is safe, clean, well-maintained and meets the needs of older people.</p>	<p><b>Apply the strategies for maintaining a safe, clean and comfortable service environment.</b></p> <p>Depending on the worker’s role, this can involve:</p> <ul style="list-style-type: none"> <li>• Using cleaning processes. This will keep the service environment and outdoor area clean and comfortable.</li> <li>• Using maintenance processes. This will help keep equipment safe in line with policies and manufacturer’s requirements.</li> <li>• Finding risks or hazards in the service environment and doing something about them. For example, finding areas of difficult access for older people with mobility challenges. Escalate this risk, hazard or incident using the service’s reporting process for action (Outcome 2.4).</li> <li>• Using mitigative controls agreed with older people (Outcome 2.1). The controls need to be:             <ul style="list-style-type: none"> <li>– Unobtrusive. This means, minimising safety risks in a way that is least restrictive on an older person’s freedom. For example, fences and locked doors may inhibit movement. Where it is in the interests of an older person’s safety, it would be appropriate to risk assess the controls.</li> <li>– Optimises useful stimulation.</li> <li>– Easy to navigate.</li> </ul> </li> </ul> <p><b>Apply the strategies for managing the equipment workers use in the service environment.</b></p> <p>Depending on the worker’s role this can involve:</p> <ul style="list-style-type: none"> <li>• Ensuring servicing of equipment is up to date.</li> <li>• Making sure equipment is maintained in line with the maintenance schedule.</li> <li>• Cleaning equipment used by older people.</li> </ul>

## What are the key resources that can be referred to?

The following key resources relate to Outcome 4.1b:

- [TO BE COMPLETED]

Key legislation relevant to this outcome includes:

- [TO BE COMPLETED]

Other provider obligations include:

- [TO BE COMPLETED]

The content for this page is still under development and will be included in the final versions of the Guidance material.

# Guidance for Outcome 4.2: Infection prevention and control

## What is the Outcome that needs to be achieved?

The provider has an appropriate infection prevention and control system.

Workers use hygienic practices and take appropriate infection prevention and control precautions when providing care and services.

## Why is this Outcome important?

Outcome 4.2 explains the practices and controls to reduce infections when providing care and services.

The following key concepts have been strengthened:

- Responsibilities for the infection control lead.
- Making sure precautions are appropriate for the setting.
- Responding to novel viruses.
- Using immunisation rates to inform decisions.
- Responding promptly to outbreaks.
- Using personal protective equipment.



## How can you achieve Outcome 4.2 in practice?

Governing body	
Actions	Associated activities
<p><b>4.2.1</b> The provider implements a system for infection prevention and control that is used where care and services are delivered, which:</p> <ul style="list-style-type: none"> <li>a) identifies an appropriately qualified and trained infection prevention and control lead</li> <li>b) prioritises the rights, safety, health and wellbeing of older people</li> <li>c) complies with contemporary, evidence-based practice</li> <li>d) describes standard and transmission-based precautions appropriate for the setting, including cleaning practices, hand hygiene practices, respiratory hygiene, cough etiquette and waste management and disposal</li> <li>e) ensures personal protective equipment is available to workers, older people and others who may need it</li> <li>f) supports workers, older people and others who need to use personal protective equipment to correctly use personal protective equipment.</li> <li>g) includes additional precautions to respond promptly to novel viruses and outbreaks of infectious diseases (suspected or confirmed)</li> <li>h) communicates and manages infection risks to older people, family, carers and workers</li> <li>i) is informed by worker and older person immunisation and infection rates</li> <li>j) undertakes risk-based vaccine-preventable diseases screening and immunisation for older people and workers</li> <li>k) implements disease screening and immunisation requirements for visitors.</li> </ul>	<p><b>Monitor the provider organisation’s performance in preventing and controlling infections.</b></p> <p>The governing body:</p> <ul style="list-style-type: none"> <li>• Is accountable for the organisation’s delivery of quality care and services (Outcome 2.2 and Outcome 2.3).</li> <li>• Needs to maintain oversight of all aspects of operations by reviewing the provider organisation’s reports. Reports will describe the: <ul style="list-style-type: none"> <li>– Management of complaints, feedback and incidents (Outcome 2.5 and Outcome 2.6). This should describe the effectiveness of the system for infection prevention and control.</li> <li>– The quality of care and services delivered by workers (i.e., performance assessments).</li> </ul> </li> <li>• Must lead a culture of safety, inclusion and quality in care and services. This is done by monitoring and investigating priority areas found in the reports listed above. If the governing body finds any issues or ways the provider can improve through these reviews, the governing body needs to address them for continuous improvement. The governing body needs to provide feedback and support to the provider to be able to improve.</li> </ul> <p>If things go wrong, the governing body needs to:</p> <ul style="list-style-type: none"> <li>• Practice open disclosure. This means being open about what has gone wrong and sharing this information with older people, their family and carers.</li> <li>• Implement strategies to mitigate the risk of things going wrong again.</li> </ul> <p>Further detail on this can be found at Outcome 2.3.</p> <p>When monitoring the provider organisation’s performance, this needs to include monitoring the performance of any subcontracted providers.</p>

<b>Provider organisation</b>	
<b>Actions</b>	<b>Associated activities</b>
<p><b>4.2.1</b> The provider implements a system for infection prevention and control that is used where care and services are delivered, which:</p> <ul style="list-style-type: none"> <li>a) identifies an appropriately qualified and trained infection prevention and control lead</li> <li>b) prioritises the rights, safety, health and wellbeing of older people</li> <li>c) complies with contemporary, evidence-based practice</li> <li>d) describes standard and transmission-based precautions appropriate for the setting, including cleaning practices, hand hygiene practices, respiratory hygiene, cough etiquette and waste management and disposal</li> <li>e) ensures personal protective equipment is available to workers, older people and others who may need it</li> <li>f) supports workers, older people and others who need to use personal protective equipment to correctly use personal protective equipment.</li> <li>g) includes additional precautions to respond promptly to novel viruses and outbreaks of infectious diseases (suspected or confirmed)</li> <li>h) communicates and manages infection risks to older people, family, carers and workers</li> <li>i) is informed by worker and older person immunisation and infection rates</li> <li>j) undertakes risk-based vaccine-preventable diseases screening and immunisation for older people and workers</li> <li>k) implements disease screening and immunisation requirements for visitors.</li> </ul>	<p><b>Develop and implement a system for infection prevention and control.</b></p> <p>The system needs to minimise spreads of diseases and infections. This outcome relates to Outcome 5.2.</p> <p>This system needs to include processes for:</p> <ul style="list-style-type: none"> <li>• Allocating an infection prevention and control lead (in the service environment). This role act as the main point of contact for all concerns related to infections. The role needs to hold relevant qualifications and training. You need to consider how to best assign an infection prevention and control lead during workforce planning (Outcome 2.8).</li> <li>• Implementing infection control strategies that are appropriate for the service environment. This includes standard and transmission-based controls. For example:             <ul style="list-style-type: none"> <li>– Cleaning practices.</li> <li>– Hand hygiene practices.</li> <li>– Respiratory hygiene.</li> <li>– Cough etiquette.</li> <li>– Waste management and disposal.</li> </ul> </li> <li>• Finding how to control infectious disease outbreaks (Outcome 2.10). You need to address both suspected and confirmed infectious diseases such as influenza, novel viruses or gastroenteritis. This means you need to act when people are sick, even if you are not sure if it is an infectious disease.</li> <li>• Carrying out visitor screening in Residential Care. This is to make sure visitors do not expose older people to infectious diseases.</li> <li>• Sharing information about infection risks with older people by using the communication system (Outcome 3.3).</li> <li>• Collecting and analysing data around immunisation and infection rates. This is to inform risk assessment and inform ways you can improve (Action 2.4.3 under Outcome 2.4).</li> <li>• Prioritising the rights, safety, health and well-being of older people (Outcome 3.2). You need to include older people in deciding how to manage the risk of infection.</li> <li>• Ensuring infection prevention controls are in line with contemporary, evidence-based practice (Outcome 5.2).</li> <li>• Meeting public health notification needs, where relevant.</li> </ul> <p>You can find information on clinical care in the guidance material for Standard 5.</p> <p><i>Continued on the next page</i></p>

<b>Provider organisation (continued)</b>	
<b>Actions</b>	<b>Associated activities</b>
	<p><b>Develop and implement a system to manage the supply and use of personal protective equipment (PPE).</b></p> <p>A system needs to be in place to make sure PPE is suitable, available, and has instructions on its safe use. In particular, where PPE is a mitigative control as part of the risk assessment system (Outcome 2.4).</p> <p>You need to develop and maintain a PPE inventory to make sure PPE is adequately stocked. The purpose of this inventory is to outline PPE, maintenance needed, and when it needs to be replaced. This can be integrated with processes for management of equipment (Outcome 4.1a and Outcome 4.2b).</p> <p><b>Make sure workers understand how to manage infections and use PPE.</b></p> <p>You need to make sure the infection prevention and control system is understood and applied. This relates to workers, older people, visitors, and other care partners at the service.</p> <p>You need to give training and instruction on how to use and maintain PPE correctly (Outcome 3.3). This applies to all people who need PPE and extends to visitors and other care partners in your service. You need to train your workers on PPE in line with their roles and responsibilities. You should assess workers' ability to use PPE correctly during the hiring process.</p> <p>You should assess workers' ability on infection prevention and control processes during the hiring process. You also need to provide workers with training on your infection prevention and control system. Depending on their role, workers need to be able to use the infection prevention and control system.</p> <p>You can find more information in Standard 2 guidance material.</p> <p><i>Continued on the next page</i></p>

Provider organisation (continued)	
Actions	Associated activities
	<p><b>Monitor that workers follow the system for infection prevention and control.</b></p> <p>To understand if your system for managing risks of infection is appropriate, you need to review:</p> <ul style="list-style-type: none"><li>• Older people’s care and services (e.g., care and services plans, progress notes) (Outcome 3.1).</li><li>• Complaints (Outcomes 2.6).</li><li>• Feedback (Outcomes 2.6).</li><li>• Incident information (Outcome 2.5).</li></ul> <p>You need to include discussions with older people and their families for their input on infection prevention and control processes.</p> <p>You may look for incidents where:</p> <ul style="list-style-type: none"><li>• Infections have been transmitted between workers, carers, older people, and/or their families.</li><li>• Outbreaks of infectious diseases or viruses have not been actioned in a timely manner.</li><li>• Information on infection risks have not been shared well with older people, carers, workers, and/or family members.</li><li>• Suitable PPE was not available or used when needed.</li></ul> <p>You also need to assess whether workers are following the service’s quality management system (Outcome 2.9). You can do this through performance assessments and system checks. This can be done as part of the monitoring process in Outcome 5.2.</p> <p>If you find issues or ways you can improve through your reviews and assessments, you need to address them. If things go wrong, you need to be open about it and share this information with older people, family, and carers (Outcome 2.3).</p> <p>You can find more information on monitoring quality in care and services in the guidance material for Standard 2 (Outcome 2.3).</p>

<b>Worker</b>	
<b>Actions</b>	<b>Associated activities</b>
<p><b>4.2.1</b> The provider implements a system for infection prevention and control that is used where care and services are delivered, which:</p> <ul style="list-style-type: none"> <li>a) identifies an appropriately qualified and trained infection prevention and control lead</li> <li>b) prioritises the rights, safety, health and wellbeing of older people</li> <li>c) complies with contemporary, evidence-based practice</li> <li>d) describes standard and transmission-based precautions appropriate for the setting, including cleaning practices, hand hygiene practices, respiratory hygiene, cough etiquette and waste management and disposal</li> <li>e) ensures personal protective equipment is available to workers, older people and others who may need it</li> <li>f) supports workers, older people and others who need to use personal protective equipment to correctly use personal protective equipment.</li> <li>g) includes additional precautions to respond promptly to novel viruses and outbreaks of infectious diseases (suspected or confirmed)</li> <li>h) communicates and manages infection risks to older people, family, carers and workers</li> <li>i) is informed by worker and older person immunisation and infection rates</li> <li>j) undertakes risk-based vaccine-preventable diseases screening and immunisation for older people and workers</li> <li>k) implements disease screening and immunisation requirements for visitors.</li> </ul>	<p><b>Use the system for infection prevention and control.</b></p> <p>If the worker is the infection prevention and control lead in a service environment, the worker needs to:</p> <ul style="list-style-type: none"> <li>• Understand the system for infection prevention and control.</li> <li>• Identify when standard and transmission-based precautions are needed.</li> <li>• Use precautions that are appropriate to the setting of the service environment. For example: <ul style="list-style-type: none"> <li>– Cleaning practices.</li> <li>– Hand hygiene practices.</li> <li>– Respiratory hygiene.</li> <li>– Cough etiquette.</li> <li>– Waste management and disposal.</li> </ul> </li> <li>• Understand the emergency and disaster management plans or outbreak management plans. The infection prevention and control lead will need to respond to outbreaks of infectious diseases (Outcome 2.10). It should be clear what needs to happen when people are sick and what to do when workers are not sure if it is an infectious disease.</li> <li>• Make sure infection prevention and control is based on contemporary, evidence-based practice (Outcome 5.2).</li> <li>• Collect data around immunisation and infection rates of workers and older people. This data is expected to be supplied to the provider to analyse trends on immunisation and infection rates. This is to inform risk assessment and inform ways the provider can improve (Action 2.4.3, Outcome 2.4).</li> </ul> <p>Depending on the worker’s role, workers in a service environment and in home services need to:</p> <ul style="list-style-type: none"> <li>• Understand and use the system for infection prevention and control. For example: <ul style="list-style-type: none"> <li>– By performing hand hygiene.</li> <li>– Using personal protective equipment.</li> <li>– Disposing of waste appropriately.</li> <li>– Not going to work when unwell.</li> </ul> </li> <li>• Use standard and transmission-based precautions appropriate to the setting of the service environment.</li> <li>• Find those who provide care and services. Share information with them on what their role is in infection management (Outcome 3.3).</li> <li>• Escalate concerns when they are sick, or if older people are sick and could be infectious.</li> <li>• Prioritise the rights, safety, health and well-being of older people (Outcome 3.2).</li> </ul> <p><i>Continued on the next page</i></p>

Worker (continued)	
Actions	Associated activities
	<p><b>Use the system for managing PPE.</b></p> <p>Depending on the workers role, workers need to:</p> <ul style="list-style-type: none"><li>• Be able to know when PPE stocks are low and replenish these as needed.</li><li>• Understand when and how to correctly use PPE given the context of the service environment.</li><li>• Support older people and any others (e.g., carers) who need PPE to get and use PPE safely and correctly.</li></ul>

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## What are the key resources that can be referred to?

The following key resources relate to Outcome 4.2:

- [TO BE COMPLETED]

Key legislation relevant to this outcome includes:

- [TO BE COMPLETED]

Other provider obligations include:

- [TO BE COMPLETED]

The content for this page is still under development and will be included in the final versions of the Guidance material.



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*The Aged Care Quality and Safety Commission acknowledges the Traditional Owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.*



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