



Strengthened Aged Care Quality Standards

Strengthened Quality Standard 3: The care and services

Provider fact sheet



Strengthened Quality Standard 3 explains the way providers need to deliver funded aged care services. It applies to registered providers in Categories 4, 5 and 6.

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

In this Standard, there are some new topics or expectations.

Older person statement



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

Worker statement



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



To understand the strengthened Quality Standards, we recommend you:

- 1 **get to know the key topics or themes in each of the strengthened Quality Standards.**
- 2 **think about how you apply these topics now.**



You can find the key topics in the **Strengthened Quality Standards – Provider guidance**

<https://www.agedcarequality.gov.au/strengthened-quality-standards>

What are the key topics in strengthened Quality Standard 3?

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

- having a system to identify and review the skills and strengths of people living with dementia
- providing older people with care statements.

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

- using a holistic approach to understand the older people you provide care to. This means that you need to look at the whole person and all their needs
- supporting detailed assessment and planning
- improving older people's independence and helping older people get back their independence after an illness or injury
- focusing on preventative health
- respecting and supporting the rights of older people receiving care.

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

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





How can you demonstrate conformance with strengthened Quality Standard 3?

To show that you conform with the strengthened Quality Standards, you should review your service's systems and processes. Then look at how these are put into practice.

This means you should:

- make sure you have clearly documented systems and processes
- use monitoring tools to show how workers are following these processes and find opportunities for improvement
- work with older people receiving care to understand their experience and care outcomes
- ask for feedback from your governing body, managers, aged care workers and others involved in delivering care and services
- use feedback to improve your care and services.

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

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



Reflective questions for providers

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

What can you do to show that:

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





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Resources



Strengthened Quality Standards resources

www.agedcarequality.gov.au/providers/quality-standards/strengthened-quality-standards



Strengthened Quality Standards Resource Centre

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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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