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Standard 1:
The individual

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Standard 1:
The individual

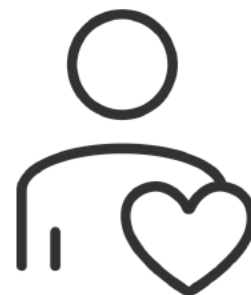**Australian Government**
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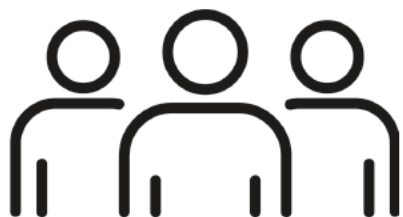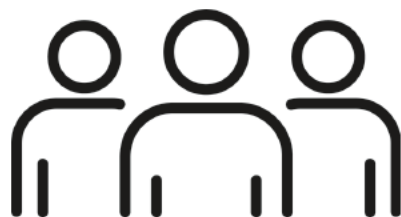|			
How do you make sure you reflect the key concepts of Quality Standard 1 in the care and services you provide to older people?	How do we work with people receiving care in the design of their care and services?	How do we get feedback from people receiving care about their experiences?	How do we use feedback from older people and staff to improve care?
How do you understand the people we are providing care for and support them to make choices that impact their lives, including choices about risk taking?	Give an example of how you are delivering care consistent with our service's policies and procedures.		

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Standard 2: The organisation

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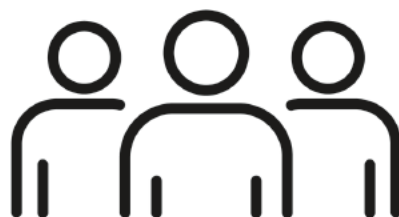**Standard 2: The organisation**

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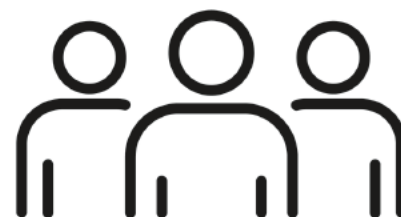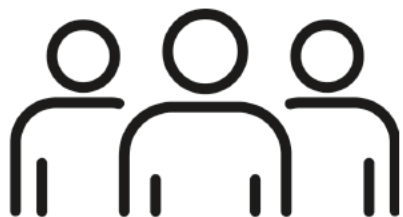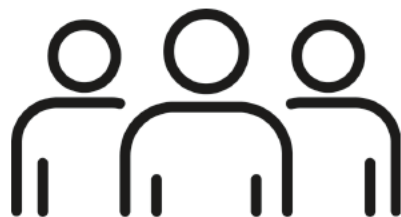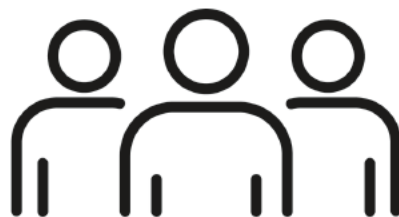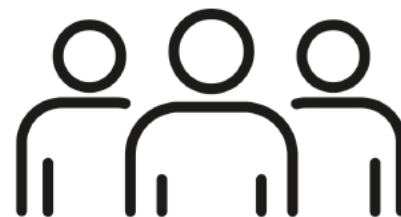
Standard 2: The organisation

What makes you feel confident to contribute and improve how our service delivers safe, quality care to older people?	What do you know about your governance systems that support delivering safe, quality and person-centred care for everyone receiving care?	How can we partner with people receiving our care to improve the quality of care and workforce systems?	How can we make sure our governing body encourages a culture of safety and quality and drives and monitors quality improvements?
How can we partner with people receiving care, their supporters and staff to support our strategic planning and improvements to the quality of our care and services?	Give an example of how you are following our service's policies and procedures.		

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Standard 3: The care and services

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Standard 3: The care and services

How do you identify changes in what an older person is able to do?	How do you understand what is important to the people you are providing care for and how you can support them to live their best lives?	How does our assessment, planning, communication and organisation processes support you to deliver safe and quality care?	How can we make sure this Standard's key concepts are shown in the care and services we provide to people receiving care?
How can we work with people receiving care to make sure their care and service plans are tailored to their needs, goals and preferences?	How can we ask for feedback from people receiving care about their experience of their care and support older people to raise concerns?		

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Standard 4: The environment

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Standard 4: The environment

How can you show that you provide care in a safe, clean and comfortable environment that meets people's needs and improves their sense of belonging?	How can you ensure you use appropriate equipment that meets the needs of each person, that it is well maintained, clean and you know how to use it?	How can you identify and reduce any safety risks?	How can we work with people receiving our care to design the environment where they receive their care and services?
How can you ask for feedback from people receiving our care to make sure they feel safe and the environment meets their needs?	Give an example of how you are delivering care consistent with our policies and procedures.	What can we do to show that we support you by creating a service environment that is safe, supportive and meets the needs of the older people receiving our care?	How can we show we have an IPC system in place and that you have received training and skill assessments?

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**Standard 5:
Clinical care**

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Clinical care**

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**Standard 5:
Clinical care**

How can we ensure you understand the complex needs and preferences of the people you provide care for?	How can we ensure you have the skills you need to meet the care needs of people receiving clinical care services?	How can you partner with people receiving care in how their clinical care is delivered?	How can you make sure this Standard's key concepts are shown in the care and services you provide to the people receiving care?
How can you ask for feedback from people receiving care about their experience of clinical care services?	How can we know our systems and processes support person-centred clinical care?	How do you use your electronic care management system effectively ?	

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Standard 6: Food and nutrition

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Standard 6: Food and nutrition

How can we make sure this Standard's key concepts are shown in the dining experience we provide?

How can we partner with older people to design nutritional and positive mealtime experiences?

How can we ask for feedback from older people and their allied health professionals about their food and dining needs?

How can you ensure you have the skills to identify, monitor and respond to nutritional concerns, a person's need for more support and people's changing needs?

How can we show that our food services are supported by strong assessment and planning processes?

How can we regularly discuss the nutritional needs and mealtime experiences of people receiving care?

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**Standard 7:
The residential
community**

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community**

How do we make sure this Standard's key concepts are shown in the design of a culturally safe community environment?

How do we work with people receiving care to make sure they feel supported to take part, build and maintain connections and relationships in the community?

How do we ask for feedback from people in our care and make sure what they say is valued so they feel at home and safe in their residential community?

How can you show that you understand each person's culture and can support them to feel respected and valued in the residential community?

How can you show that you know how to provide person-centred care through transition processes?