

Residential Aged Care Services

Employee Forum

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Service Overview

Public Sector Residential Aged Care (PSRACS)

Residential Facilities across 8 Metro and the Major Regional Health Services.

39 Facilities across Metro Melbourne

Monash Health is the largest Metro provider with 250 beds across 5 facilities.

Our Role

PSRACS serves 40-50% of those consumers who are facing extended hospital stays while awaiting placement.

Psychogeriatric care is our specialty (100 beds)

Complex medical, social and the under 65-year-old group.



Service Overview

Monash Health has 5 Residential Aged Care Facilities (RACF) comprising 250 beds in total.

Mooraleigh (29 beds): Psychogeriatric unit for residents living with mental illness and related problems.

Allambee (35 beds): Psychogeriatric unit for residents living with mental illness or severe symptoms of dementia.

Eastwood (30 beds): Residents with lower physical care needs.

Yarraman (30 beds): A mainstream facility caring for resident with high care needs.

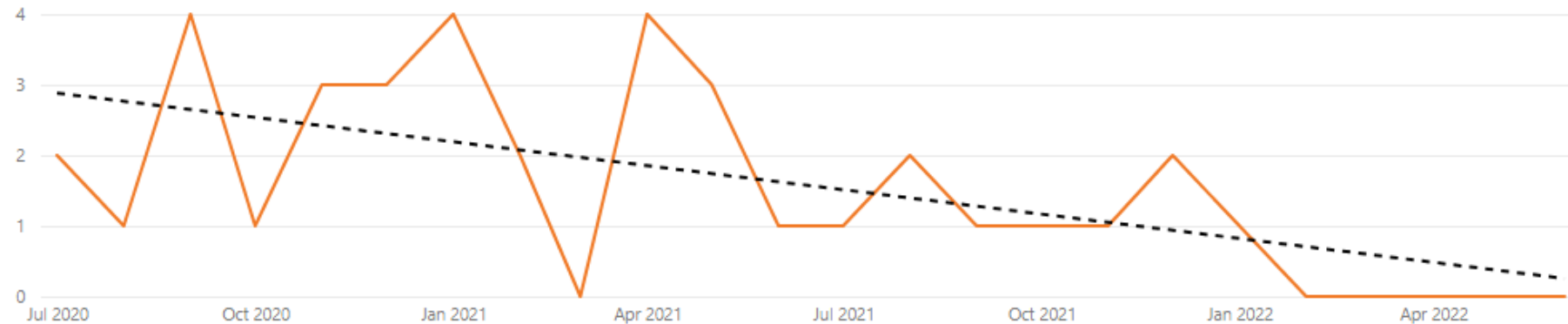
Chestnut Gardens Nursing Home (100 beds): A combined psychogeriatric dementia management unit 40 beds and a mainstream unit of 60 beds caring for residents with complex high care needs.



Highlights

- Establishing a new leadership team and evolving MOC.
- Lost time injury rates reduced 45%

Lost Time Injuries

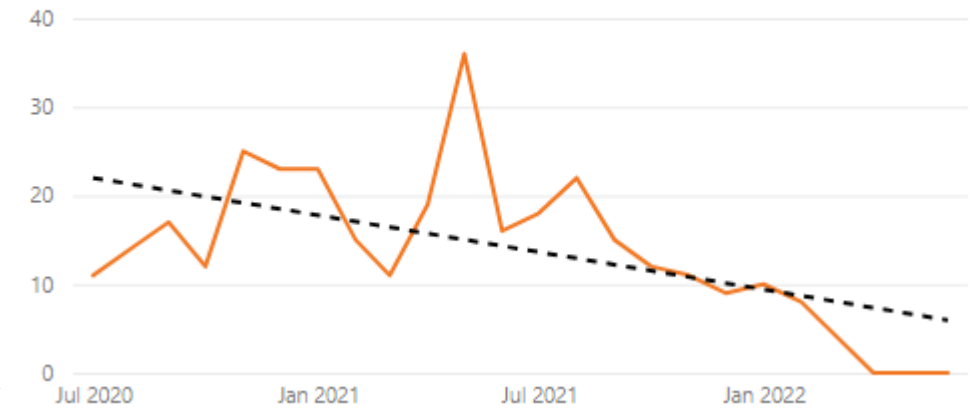


- Reduction in the use of Psychotropic medications and OVA
- OH&S Incidents reduced by 40%

Highlights

- Establishing a new leadership team and evolving MOC.
- Complaints reduced 40%
- **OH&S Incidents reduced by 40%**
- **Reduction in the use of Psychotropic medications and OVA**
- COVID Management
- Adapting to recommendations from the Royal Commission and NDIS
- Commencement of the Mental Health In-Reach Service

Total OHS Incidents



Our Workforce

- Residential Services have a workforce establishment of 245 EFT.
- Vacancy rate average of 4 EFT
- Employee turnover rate of 4.2% per month. Industry rate of 34% (2020 Workforce census).
- Agency staff utilisation low during single site restrictions.

Achievements

- COVID Safe
- Single Site Employment Arrangements
- Maintaining resident lifestyle and function.
- Vaccination mandates



Accreditation Preparedness

In 2021, 4 of the 5 residential services have received accreditation extensions of 6 months extending the accreditation period to March – April 2022. The services will undergo a reaccreditation performance review in 2022.

There have been 5 unannounced visits in the last year with a focus on infection prevention and COVID readiness and one resulted from a complaint to the Commission.

Mandatory Education

Cultural Awareness, Fire Training, OH&S, Staff Induction, Managing Behaviours and Unconscious Bias over **95%**.

Continue to prioritise achieving compliance in the areas that have not achieved the expected 95%:

- ibelong 93.6%
- Privacy Training 91%
- Performance Appraisals 72.2%



Quality Initiatives



An important shift from compliance to quality is taking place.

Mandatory Quality Indicator Program commenced (State and Commonwealth) through the My Aged Care Portal.

Definition changes and new indicators! The indicators include weight loss, falls, medication, pressure injury and restrictive practices, in line with changes in regulation. A Business Intelligent dashboard is under development.

New NDIS Practice Standards and Quality Indicators

Serious Incident Response Scheme introduced in 2021

Restrictive Practices processes, policy and development of Behaviour support plans.

Resident Engagement Survey and Strengthening Codesign



Looking Ahead



Star rating and Basic Daily Care Fee Supplement

The Royal Commission into Aged Care Quality and Safety highlighted the need for consumers and their families for information about the service quality of aged care. The star rating will be published and will be based on the Mandatory Quality Indicators, the service compliance ratings, feedback from consumer experience and the staff care minutes. The star rating will commence from December 2022.

Reporting Obligations

Quarterly Aged Care Financial Report to commence with resident care minutes. Aged Care Providers will also need to provide a monthly care statement to residents, their family and carers. Care minutes will be met for 2022.

Digital Health

Implementation of a Digital Clinical Management System and Quality Indicator Dashboard

Quality System Design

The Australian Commission on Safety and Quality in Health and Aged Care completes the urgent review of the Aged Care Quality Standards, including the details of a new aged care governance standard- 2023

New Aged Care Act

The new Act commences, introducing new aged care principles, embedding high quality and safe aged care



Kingston Centre Aged Care Redevelopment

\$134 million redevelopment of a purpose-built aged care facility on the Kingston site.

