

Notes:

1. Changes are indicated by **red text** within the documents and the below guidelines provide some detail of the changes.
2. A document with a **red heading** denotes a new document or a document with significant changes.
3. Note: some clients may already have some changes depending when you purchased manuals.
4. As documents are being updated changes are being made from she / he to they or their to respect gender diversity.

PLEASE NOTE: The frequency for the 2019 updates has been increased to enable documents to include the changes required for the new Aged Care Quality Standards, as well as updated legislation and / guidelines.

Updates planned for 2019 – Guide only.

June – July 2019

- **Management:** Review the Human Resource Management process (Standard 7) and review the Asset Management process and rename to Service Environment (Standard 5).
- **Safe environment:** Review the Infection Prevention & Control process (23.0), include a separate document for an Antimicrobial Stewardship Program (Standards 3 and 8). Review the Cleaning, Laundry and Catering processes only (Standard 4). Review the Texture Modified Food & Fluid Preparation Guide (27.4.2) in accordance with the new IDDSI.
- **Health and wellbeing:** review the Restraint Minimisation procedure, (40.2), Leisure, Interests and Activity Program (40.3) - rename Activity Program (Standard 4). Review the Culturally Appropriate Care procedure (40.4) and the Sexuality and Intimacy procedure (40.5). Review the Texture Modified Food and Thickened fluids section of the Nutrition & Hydration procedure (41.5) in accordance with the new IDDSI.

July – August 2019

- **Management:** Update the Benchmarking procedure and Quality Indicator Program procedure to include the new requirement (1 July) for mandatory submission of quality indicator data into the MyAged Care portal.
- **Safe environment:** Review the procedure for outbreak management (gastro) and the Food Safety Program inline with the new gastroenteritis OB guidelines, Vic. (Standards 4, 5 and 8). Review the procedures for; outbreak management (scabies), MROs, Blood Borne Diseases, Review the Cleaning procedures. (Standards 4, 5 and 8).
- **Surveys:** Governance.

August – October 2019 (ongoing updates)

- **Management:** Review of HR procedures (4)
- **Health and wellbeing:** Review of the Skin Care & Hygiene, Wound Management and Communication and Sensory Loss (including ear wax management), Oral and Dental Care and the Palliative Care (including Assisted Dying, Vic legislation) procedures.
- **Surveys:** Staff.

November - December 2019 (ongoing updates)

- **Management:** Complete the review of HR procedures (4) review. Create a Spreadsheet/s for the Maintenance Calendar, the Asset Register and Thermometer Calibration and include an equipment replacement program.
- **Health and wellbeing:** Review of the Pain Management procedure and the Care Plan System Forms and Resource Booklet
- **Surveys:** Volunteers, Staff Exit and New Consumer.
- Update the Consumer and Staff Databases.

Notes:

- Internal assessments, care plan system forms, handbooks, care plan resource booklet and competencies will be updated as relevant in line with procedure updates.
- Please note that the subscription updates are not a compliance service.

LeapFrog Update Guide - May 2019

All Documents	No	No of Pgs	New/ updated	Description
<i>Resident</i> <i>She/he and S/he</i>			Updated	<ul style="list-style-type: none"> As documents are being updated reference to resident is being replaced with consumer using the Find and Replace function within Word. Apologies I may not have done this in all of this year's updates. She/he and S/he, his/her, Mr/Mrs, are being changed to be gender neutral language To save time these changes are not necessarily being shown with red text. All documents (policies, procedures and forms) within the Quality Management System have had Find and Replace completed. In consultation with your consumers you can continue to use the term resident. You can request a fresh copy of the products you have purchased with these changes.

Surveys				
Document	No	No of Pgs	New/ updated	Description
<i>Consumer Experience Survey</i>			Updated	<ul style="list-style-type: none"> The questionnaire sheet and report example has been reviewed and updated A collation sheet has been added A spreadsheet has been added to assist with calculations and analysis
<i>Consumer Feedback Surveys</i>			New	<ul style="list-style-type: none"> The Resident and Representatives surveys have been replaced by the following 9 surveys: <ul style="list-style-type: none"> Standard 1 Dignity and Choice Standard 2 Assessment and Planning Standard 3 Delivering Care Standard 4 Activity Program Standard 4 Support Services Standard 5 Service Environment Standard 6 Feedback and Complaints Standard 7 Human Resources Standard 8 Organisational Governance Each survey includes a: <ul style="list-style-type: none"> Questionnaire and flash card for responses A collation sheet A Consumer List template A spreadsheet to assist with calculations and analysis A Report Template – graphs can be copied from the spreadsheet into the report
<i>Representatives Survey</i>			Deleted	<ul style="list-style-type: none"> Deleted from the system – see Consumer Feedback Surveys above

Management Manual				
Document	No	No of Pgs	New/ updated	Description
<i>Survey Flowchart</i>	2.0.8		Updated	<ul style="list-style-type: none"> • General update linked to how to conduct the new consumer feedback surveys
<i>Staff Development Program</i>	5.4.4		Updated	<ul style="list-style-type: none"> • Revised to include reference to Standard 5 with respect to some of the mandatory training sessions
<i>Plan for Continuous Improvement</i>			New	<ul style="list-style-type: none"> • The Aged Care Quality and Safety Commission has released an updated version of the PCI

Health and Wellbeing Manual				
Document	No	No of Pgs	New/ updated	Description
Consumer Dignity and Choice	40.0	9	Updated	<ul style="list-style-type: none"> • Renumbered and renamed, was 42.0, Resident Lifestyle • A comprehensive review and updated to include the requirements of the Aged Care Quality Standard 1 – Consumer dignity and choice including: <ul style="list-style-type: none"> ○ The new Charter of Aged Care Rights ○ Providing Information ○ Language Services ○ Involving Advocates ○ Choice and Decision making including supported decision-making and Dignity of Risk ○ Dignity and Respect ○ Personal Privacy ○ Privacy of Personal Information ○ Leave
<i>Consumer and Family Orientation Program</i>	40.0.1	1	Updated	<ul style="list-style-type: none"> • Renumbered, was 42.0.1 • Renamed, was Resident and Family Orientation Program • A new requirement added for evidence that the Charter of Aged Care Rights have been explained and a signed copy has been offered.
<i>Respecting Consumer Rights Guide</i>	40.0.2	1	New	<ul style="list-style-type: none"> • New guide to assist with providing an explanation of the approach the organisation takes for each right. Can be used for consumer and staff orientation.
<i>Consumer Decision-making Capacity Assessment & Plan</i>	40.0.3	2	New	<ul style="list-style-type: none"> • New form for identifying consumers’ decision-making capacity and who to support them and what to consider when supporting decision making
<i>Supported Decision-Making Guide</i>	40.0.4	2	New	<ul style="list-style-type: none"> • New guide for how to provide supported decision-making to enable a consumer who requires support to make and or communicate their own decisions about the life
<i>Consumer Consent</i>	40.0.5	2	Updated	<ul style="list-style-type: none"> • Renumbered, was 42.0.4 • Renamed, was Resident Consent • Reviewed, minor changes
<i>Leave Days Record</i>	40.0.6	2	Updated	<ul style="list-style-type: none"> • Renumbered, was 42.0.2 • Reviewed, minor changes

Health and Wellbeing Manual				
Document	No	No of Pgs	New/ updated	Description
<i>Social Leave Plan</i>	40.0.7	1	Updated	<ul style="list-style-type: none"> • Renumbered, was 42.0.3 • Reviewed, minor changes
<i>Charter of Aged Care Rights</i>		2	New	<ul style="list-style-type: none"> • New Charter to be implemented 1 July 2019 • Section added to identify where an authorised person has signed on behalf of the consumer and their relationship with to the consumer
<i>Toiletry Pack Contents List</i>				
Advance Care Planning	40.1	7	Updated	<ul style="list-style-type: none"> • Renumbered, was 42.1 • Reference to resident changed to consumer
<i>Advance Care Planning</i>	40.1.1	3	Updated	<ul style="list-style-type: none"> • Renumbered • Reference to resident changed to consumer
<i>Can your adult patient CONSENT? Flowchart</i>		1	Updated	<ul style="list-style-type: none"> • Renumbered
Security of Tenure	40.6	2	New	<ul style="list-style-type: none"> • The Security of Tenure section of the previous Lifestyle Process has been moved to create this new procedure
Plan, Assess & Deliver, Safe, Effective Care	41.0	12	Updated	<ul style="list-style-type: none"> • Renamed, was Professional Care Practice • Updated to include the requirements of the Aged Care Quality Standards – 2, 3 including: <ul style="list-style-type: none"> ○ Consumer-centred care ○ Decision-making linked to process 40.0 ○ Admission and discharge ○ Initial assessment & Care Planning ○ Other services and Referral ○ Best practice care ○ Communication of needs and preferences linked to the Handover Guide ○ Health monitoring and Recognise and respond to deterioration ○ Care plan review and evaluation ○ Recognise & provide end of life care ○ High-impact & high-prevalence risks ○ Incident reporting linked to open disclosure ○ Minimising infection-related risks ○ Oncall, Transfer and Return from hospital ○ Record keeping ○ Discharge ○ Improving care
<i>Admission Process</i>	41.0.4	4	Updated	<ul style="list-style-type: none"> • Updated with the renumbered forms and the requirement for explaining and providing a signed copy of the Aged Care Charter of Rights • New Decision-making Capacity Assessment & Support Plan added
<i>Initial Assess and Interim Care Plan</i>	41.0.6	6	Updated	<ul style="list-style-type: none"> • Content updated to be more aligned to the new standards. • Some rearranging of sections • History of Infections added
<i>Care Plan</i>	41.0.9	20		<ul style="list-style-type: none"> • There have been some changes however will not be finalised until the next update

Health and Wellbeing Manual				
Document	No	No of Pgs	New/ updated	Description
<i>Care Plan Evaluation</i>	41.0.9	3	Updated	<ul style="list-style-type: none"> Renamed was, Resident Care Plan Evaluation The instructions have been updated There is now only 1 signing section to demonstrate a more holistic evaluation Sections have been added in each care area for identifying whether the needs, preferences and goals are being met.
<i>Resident Risk Assessment & Management Plan</i>	41.0.19	3	Moved	<ul style="list-style-type: none"> Moved to 40.0.5
<i>Referral Form</i>	41.0.19	1	New	<ul style="list-style-type: none"> New form to record the details of referrals, the consumer's/representative's consent to the referral and the outcome/s of the referral
<i>Smoking Risk Assessment</i>	41.0.25	3	Updated	<ul style="list-style-type: none"> A few changes The Risk Calculator has been replaced to ensure consistency with other calculators in the system
<i>Smoking Care Plan</i>	41.0.28	1	Updated	<ul style="list-style-type: none"> A few changes. Problem statement/s and goal/s changed to Statement of needs and Person-centred Goals
<i>Recognise & Respond to Deterioration Flowchart</i>	41.0.33	2	New	<ul style="list-style-type: none"> New flowchart for the steps in recognising and responding to rapid deterioration or change in a consumer's mental health, cognitive or physical function, capacity or health condition
<i>Recognise & Respond to Deterioration Record</i>	41.0.34	4	New	<ul style="list-style-type: none"> New record sheet to record the Clinical Assessment for rapid changes in a consumer, communicating deterioration using ISOBAR and the action taken and response/outcome/s of action taken
Consumer File Index		2	Updated	<ul style="list-style-type: none"> Updated in accordance with the renaming and renumbering of forms and new forms
Diabetes Management	41.15	13	Renamed	<ul style="list-style-type: none"> Title only changed, was Care of a Resident with Diabetes As was a simple name change – not included in the update documents
Respite Care	41.17	2	Updated	<ul style="list-style-type: none"> Reviewed, minor changes
Respite Admission Process	41.17.1	1	Updated	<ul style="list-style-type: none"> Updated with the renumbered forms and the requirement for explaining and providing a signed copy of the Aged Care Charter of Rights New Decision-making Capacity Assessment & Support Plan added
Respite Assessment & Care Plan	41.17.2	6	Updated	<ul style="list-style-type: none"> Content updates to be more aligned to the new standards. Some rearranging of sections History of Infections added
Respite Record	41.17.3	2	Updated	<ul style="list-style-type: none"> Instructions update to include that an extension of 21 days can occur with ACAT approval

LeapFrog Update Guide - May 2019

Sheet	Internal Assessment Tools	No of Pages	New/ updated	Description
	Health and Wellbeing (Clinical Audits)			<ul style="list-style-type: none"> The Health and Wellbeing audit sheets have been renumbered according to the renumbering of procedures. The Health and Wellbeing (Clinical Audits) compliance graphs have been renumbered and renamed according to the below changes Find resident and Replace with consumer completed for all sheets
14	Consumer Dignity and Choice (includes Advance Care Planning and Sexuality & Intimacy)	8		<ul style="list-style-type: none"> Renumbered and renamed – was No. 29, Renamed, was Resident Lifestyle Find resident and Replace with consumer completed Updated according to the new Consumer dignity and choice process and related guide and forms
15	Activity Program	4		<ul style="list-style-type: none"> Renumbered – was No. 30, and renamed Leisure, Interests & Activities Program
16	Culturally Appropriate Care	5		<ul style="list-style-type: none"> Renumbered and renamed – was No. 31
17	Assess, Plan and Deliver Safe, Effective Care (includes ACFI)	8		<ul style="list-style-type: none"> Renumbered and renamed – was No. 14, Professional Care Practice Updated according to the updated process 41.0 and related forms
18	Medication Management	9		<ul style="list-style-type: none"> Renumbered – was No. 15
19	Pain Management	4		<ul style="list-style-type: none"> Renumbered – was No. 16
20	Palliative Care	5		<ul style="list-style-type: none"> Renumbered – was No. 17
21	Catering - Nutrition & Hydration	7		<ul style="list-style-type: none"> Renumbered – was No. 18
22	Skin Care & Wound Management	6		<ul style="list-style-type: none"> Renumbered – was No. 19
23	Continence Management	4		<ul style="list-style-type: none"> Renumbered – was No. 20
24	Promote Cognition & Mental Health, Behaviour Management & Restraint	7		<ul style="list-style-type: none"> Renumbered – was No. 21
25	Mobility & Falls Prevention	5		<ul style="list-style-type: none"> Renumbered – was No. 22
26	Oral and Dental Care	5		<ul style="list-style-type: none"> Renumbered – was No. 23
27	Communication and Sensory Loss	4		<ul style="list-style-type: none"> Renumbered – was No. 24
28	Sleep and Rest	4		<ul style="list-style-type: none"> Renumbered – was No. 25
29	Respiratory Management	5		<ul style="list-style-type: none"> Renumbered – was No. 26
30	Diabetes Management	5		<ul style="list-style-type: none"> Renumbered – was No. 27 Renamed, was Care of a Resident with Diabetes
31	Enteral Nutrition	5		<ul style="list-style-type: none"> Renumbered – was No. 2