Our system is an integrated quality management system for residential aged care services that incorporates the Aged Care Quality Standards.

**Infection Prevention & Control Pack for St 3 !!!**
- Infection Prevention & Control process (includes policy and procedural steps for standard and transmission-based precautions, antimicrobial stewardship) and related forms
- Blood/Body Fluid Exposure Management and Flowchart
- Gastroenteritis Outbreak Management procedure and forms
- Respiratory Illness Outbreak Management procedure & forms
- Multi-resistant Organism (MRO) Management procedure
- Scabies Management procedure and forms
- Blood Borne Diseases procedure
- Blood and Body Fluids Spills Management procedure
- Internal Audit Tool for Infection Prevention & Control

Pack: $750 (ex. GST) + site licensing
Normally $960 (ex. GST)

*Please note: all products can be purchased separately. Visit our website or contact us for individual prices.

Our policies and processes have been transitioned to the Aged Care Quality Standards including:
- Consumer Dignity and Choice (St. 1, 4)
- Assess, Plan & Deliver Safe, Effective Care (St.2,3)
- Infection Prevention & Control (St.3) which has also been aligned to the 2019 National Infection Prevention & Control Guidelines
- Cleaning, Laundry, Catering (St. 4,5)
- Service Environment & Asset Mx (St. 5)
- Quality Improvement – feedback and complaint (St.6)
- Human Resource Management (St.7)
- Governance & Risk Management (St. 8)

**Other new and revised products:**
- Consumer Feedback Surveys (9) based on the Aged Care Quality Standards
- A Diversity Action Plan example
- A Clinical Governance Framework
- Position Descriptions aligned to the Clinical Governance Framework and the new standard requirements.
- Staff Development Program aligned to the new standards
- Consumer Decision-Making Capacity Assessment & Support Plan
- Supported Decision-Making Guide
- Consumer Risk Assessment & Mx Plan to support dignity of risk
- Open Disclosure Flowchart
- Restraint Minimisation procedure and Restraint Management Plan
- Activity Program with a focus on consumer interests and personal strengths
- Handover Guidelines using the ISOBAR tool
- Recognise & Respond to Deterioration Flowchart and Record form
- Antimicrobial Stewardship Program
- Texture Modified Food & Fluid Preparation Guide (IDDSI)

**Internal Audit Tools and Competencies** are updated as policies and procedures are updated

*Contact Us:*
- Office Phone/Text: 0407 519 902
- Heather Phone/Text: 0408 519 902
- Email: quality@leapfrogpl.com.au
Management Manual $3,400
This manual contains policies and procedures related to; Governance and Risk Management including a Clinical Governance Framework, Continuous Improvement including Quality Indicators, Feedback and Complaints, Regulatory Compliance, Human Resource Management, Staff Development and Staff Appraisal, Information Systems, Inventory and Equipment and External Services. Includes 29 Position Descriptions.

Health and Wellbeing Manual $3,900
This manual provides comprehensive procedures that focus on best practice to provide quality care to consumers.

Includes policies and procedures for; Consumer Dignity & Choice, Advance Care Planning, Restraint Minimisation, Activity Program, Culturally Appropriate Care, Sexuality and Intimacy. Assess, Plan & Deliver, Safe & Effective Care, ACFI, Medication Management, Pain Management, Palliative Care, Nutrition and Hydration, Skin Care and Personal Hygiene, Continence Management, Promote Cognition and Mental Health, Mobility & Fall Prevention Program, Oral and Dental Care, Communication and Sensory Loss, Sleep and Rest, Respiratory Management, Wound Management, Diabetes Management, Enteral Nutrition, Respite Care.

The Care Planning System forms are integrated within the manual as they are linked to each related procedure.

Safe Environment Manual $3,250
This manual contains the policies and procedures related to; Health & Safety, Emergency Procedures, Infection Prevention and Control, Cleaning, Laundry, Catering and Food Safety.

Procedures such as; Incident Reporting with Open Disclosure, Workplace Bullying, Elder Abuse, Gastroenteritis and Respiratory Illness Outbreak Management are included.

Internal Assessment (Audit) System $990
Contains an internal assessment procedure, 31 Internal Assessment (audit) Tools and Excel files for graphing the percentage of compliance with assessment criteria. Includes 18 clinical audit tools.

The focus of the tools is to assess work practice compliance with policy and procedure requirements and the aged care accreditation standards. Identified gaps provide opportunities to improve.

Competency Pack $1,800
This package contains over 80 competencies related to; quality, health & safety, infection prevention & control, services and consumer care.

Competencies are conducted following appropriate learning related to the subject matter.
Most competencies come with a guideline to assist with the learning for each competency or group of competencies. And Marking Guides are provided for most knowledge competency questionnaires.

Staff demonstrate their knowledge by completing a questionnaire in an education workshop or as a self-directed activity and or demonstrate a skill in an education workshop or in the work place.

Surveys $1,600
- Governance Survey
- New Consumer Survey
- Consumer Feedback Surveys (9) based on the Aged Care Quality Standards
- Consumer Experience Survey
- Staff Survey
- Staff Exit Survey
- Volunteer Survey

Handbooks $350
- Consumer Information Booklet
- Financial Information Booklet
- Health Professional Handbook
- Staff Handbook
- Supplier Handbook
- Volunteer Handbook

Our system supports safe, quality consumer-centred care
Valid until 31 December 2019