

Notes:

- Changes are in **red text** within the documents and the below guidelines provide some detail of the changes.
- A document with a **red heading** indicates a new document or a document with significant changes.
- Some clients may already have some changes depending when you purchased manuals.
- Internal assessments, care plan system forms, handbooks, care plan resource booklet and competencies will be updated as relevant in accordance with procedure updates.
- **Please note, the subscription updates are not a compliance service.**
- Whilst we are happy to initially assist you to understand the content of the Quality Management System, your organisation needs to ensure staff adapting documents have the knowledge and skills (including computer skills) to update the system to your organisational needs. Should you require consulting assistance a fee of \$200 / hr + gst (or pro-rata) will apply.

Disclaimer Statement:

- It is not intended that the Policies and Procedures are used verbatim, they must be adapted to meet your organisation's needs in consultation with relevant staff groups and if required using specialist advice based on your circumstances.
- LeapFrog PL makes no warranty of any kind, expressed or implied, with regard to the documentation contained in the policies and procedures including subscription update documents.
- LeapFrog PL shall not be liable in any event for incidental or consequential damages in connection with, or arising out of, furnishing, performance, or use of the policies and procedures documents.

Updates planned for 2020 – Guide only

April - May

- **Management:** New procedure for Whistleblower Protection.
- **Health and wellbeing:** Review the Culturally Appropriate Care procedure (40.4), the Sexuality and Intimacy procedure (40.5)
- **Safe environment:** Develop an Open Disclosure Guideline and review the Open Disclosure Flowchart in accordance with the Commission's resource documents.
- **Handbooks:** Relevant handbooks to be updated in accordance with updated procedures such as; complaints handling, culturally appropriate care and sexuality and intimacy.

June - July

- **Health and wellbeing:** Review the procedures for Palliative Care (including Assisted Dying, Vic legislation), Pain Management procedures. Communication and Sensory Loss (including an ear wax management guideline), Oral and Dental Care.
- **Management:** Review position descriptions according to the updated Clinical Governance Framework. Review the timing of when the Quality Indicator Program is to include the 2 new indicators; falls and fractures and medication management.

August - October

- **Health and wellbeing:** Review the procedures for Skin Care and Hygiene, Wound Management (include care of Shingles), Nutrition and Hydration and Diabetes Management, Mobility and Falls Prevention,
- **Safe environment:** Review the Catering process.

November - December

- **Management:** Review of HR processes and procedures (6) and the Personnel Database including appraisal outcomes.
- **Health and wellbeing:** Review of the Continence Management procedure. Review of the Activity Guide.
- **Surveys:** Governance and Workforce

The following policies and procedures are to be carried over to 2021

- **Management:** Financial Management process and procedures (2) including fraud and corruption control and the new aged care funding model (waiting for details). Review the Purchasing process and the Contract Management procedure. Review the Service Environment & Asset Management procedures (5) for Essential Safety Measures, Legionella Control, Electrical Safety, Isolation Lock Out Tag, Working at Heights. A new Bus Safety procedure. Create a Spreadsheet/s for the Maintenance Calendar, the Asset Register and Thermometer Calibration.
- **Safe environment:** Review the Emergency procedures process and procedures (11) - waiting to see if updated resources will be available. Review of the Occupational Health and Safety process and (6) procedures for Hazardous Manual Handling, Return to Work, Workplace Bullying, Occupational Violence, Slips, Trips and Falls, Workplace Health and Wellbeing. A new procedure for Workplace Drugs and Alcohol.
- **Health and wellbeing:** Review of the procedures for Enteral Nutrition, Respiratory Management, Medication Management procedure and guidelines including the requirements for an Imprest System and Poison's Plan. A new flowchart/guide for the use of MyAgedCare for admission and discharge.

Handbooks

Document	No	No of Pgs	New/updated	Description
Financial Information Booklet		19	Updated	<ul style="list-style-type: none"> • Updated with current schedule of fees and charges for residential care as of 20 March 2020

Management Manual

Document	No	No of Pgs	New/updated	Description
<i>Committee Terms of Reference</i>			Updated	
<i>Senior Management Team</i>	1	2	Updated	<ul style="list-style-type: none"> • Updated in accordance with responsibilities communicated in Clinical Governance Framework
<i>Events Calendar</i>	1.0.7	4	Updated	<ul style="list-style-type: none"> • Updated to identify when the MyAged Care webpage and the handbook needs updating.
Quality Improvement	2.0	6	Updated	<ul style="list-style-type: none"> • The policy is been updated according to the Aged Care Quality and Safety Commission's guidance and resources for providers related to continuous improvement and consumer centred care • The section for how to conduct a consumer focus group has been replaced with a section for consumer centred care that involves consumer engagement and codesign
<i>Improvement Form</i>	2.0.1	3	Updated	<ul style="list-style-type: none"> • Minor changes, following the update of the complaint procedure
<i>Consumer- Centred Care Guide</i>	2.0.2	1	Updated	<ul style="list-style-type: none"> • Renamed, was Customer Service Guide. • A comprehensive review has occurred to illustrate key elements of consumer-centred care, consumer engagement, co-design and a 6 step method for handling day-to-day consumer feedback/ concerns.
<i>Register of CI Activities & Complaints and the PCI</i>	2.0.4	3	Updated	<ul style="list-style-type: none"> • The instructions section has been updated • The action plan section has been updated to include the recording of whether an open disclosure or complaint resolution process was used and the priority rating of complaints
<i>CI Process Flowchart</i>	2.0.7	1	Updated	<ul style="list-style-type: none"> • Minor changes

Management Manual				
Document	No	No of Pgs	New/ updated	Description
Quality and Risk Report (template)		3	Updated	<ul style="list-style-type: none"> Minor changes related to consumer feedback and complaints
Quality of Care Report (template)		9	Updated	<ul style="list-style-type: none"> A review and update of the content and structure of the report template
Complaint Handling	2.6	10	Updated	<ul style="list-style-type: none"> A comprehensive review and update has occurred in accordance with the Commission’s better practice guide to complaint handling in aged care services. Sections have been added to refer to the Open Disclosure and Whistleblower Protection procedures
<i>Complaint Handling Record</i>	2.6.1	5	Updated	<ul style="list-style-type: none"> Renamed, was complaint investigation Updated in accordance with the updated complaint handling procedure Section added for a summary of the findings and outcomes
<i>Complaint Management Flowchart</i>	2.6.2	1	Updated	<ul style="list-style-type: none"> Updated in line with the updated complaint handling procedure
<i>Improvement Form Sign</i>		1	Updated	<ul style="list-style-type: none"> Minor change
Template Letters and Reports				
<i>Template letter – Acknowledgement</i>		1	Updated	<ul style="list-style-type: none"> Reviewed and updated in line with the updated complaint handling procedure
<i>Template letter – Decision</i>		1	Updated	<ul style="list-style-type: none"> Reviewed and updated in line the updated complaint handling procedure
<i>Template report – complaint investigation</i>		1	Deleted	<ul style="list-style-type: none"> Template for investigation report has been deleted and any relevant information is now included in the complaint handling record form
<i>Template report – Provider Resolution Process</i>		1	New	<ul style="list-style-type: none"> New report template should the aged care quality and safety commission require a report on the provider resolution process
<i>Staff Development Program</i>	5.4.4	5	Updated	<ul style="list-style-type: none"> Updated to include six step method for handling consumer feedback/concerns and complaint handling

Safe Environment Manual				
Document	No	No of Pgs	New/ updated	Description
<i>Elder Abuse Report Register</i>	21.5.2	2	Updated	<ul style="list-style-type: none"> Section added to identify where mandatory reporting exemption has occurred whether a consumer has harmed another consumer or staff member. The reason for this addition is because the commission will request this information during performance assessments
Infection Prevention and Control	23.0	18	Updated	<ul style="list-style-type: none"> Tidy up including some typos and grammar errors
<i>PPE Poster</i>		2	Updated	<ul style="list-style-type: none"> Some formatting changes and a section added on page 1 for the use of safe work practices to protect yourself and limit the spread of contamination whilst wearing PPE References updated
Respiratory Illness Outbreak Management	23.3	14	Updated	<ul style="list-style-type: none"> Section added for COVID-19 Outbreak management with reference to the COVID-19 Outbreak Management Plan (23.3.8)
<i>Respiratory Illness Outbreak Cleaning Schedule</i>	23.3.4	3	Updated	<ul style="list-style-type: none"> Reference updated
<i>COVID-19 Outbreak Management Plan</i>	23.3.8	8	New	<ul style="list-style-type: none"> New management plan template developed from the: <ul style="list-style-type: none"> CDNA National Guidelines for the Prevention, Control and Public Health Management of COVID-19 Outbreaks in Residential Care Facilities in Australia 13/3/20. The Aged Care Quality and Safety Commission’s COVID-19 management flowchart, 3 April 2020 version 1.0 Managers will need to keep checking for updated resources as they become available and more is known about COVID– 19
<i>COVID-19 Transfer Letter</i>		1	New	<ul style="list-style-type: none"> New template letter from the CDNA National Guidelines for the Prevention, Control and Public Health Management of COVID-19 Outbreaks in Residential Care Facilities in Australia 13/3/20.
<i>Families COVID-19 Letter</i>		2	New	<ul style="list-style-type: none"> New template letter from the CDNA National Guidelines for the Prevention, Control and Public Health Management of COVID-19 Outbreaks in Residential Care Facilities in Australia 13/3/20.
<i>GPs COVID-19 Letter</i>		1	New	<ul style="list-style-type: none"> New template letter from the CDNA National Guidelines for the Prevention, Control and Public Health Management of COVID-19 Outbreaks in Residential Care Facilities in Australia 13/3/20.
<i>Initial RAC report to PHU COVID-19</i>		1	New	<ul style="list-style-type: none"> New template letter from the CDNA National Guidelines for the Prevention, Control and Public Health Management of COVID-19 Outbreaks in Residential Care Facilities in Australia 13/3/20.

Safe Environment Manual				
Document	No	No of Pgs	New/ updated	Description
<i>COVID-19 Entrance Sign for Visitors (prevention)</i>		1	New	<ul style="list-style-type: none"> New sign for entrances to residential aged care facilities in accordance with the Department of Health advice at: https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/advice-for-people-at-risk-of-coronavirus-covid-19/coronavirus-covid-19-advice-for-people-in-aged-care-facilities
<i>Attention all staff sign COVID-19 (prevention)</i>		1	New	<ul style="list-style-type: none"> New sign for staff noticeboards explaining what COVID – 19 is, how it is spread, symptoms, the risk for the elderly and what to do if a staff member has respiratory symptoms.
<i>COVID-19 Entrance Sign for Visitors (outbreak)</i>		1	New	<ul style="list-style-type: none"> New sign for entrances to residential aged care facilities in accordance with the Department of Health advice related to COVID – 19 outbreak management
<i>Attention all staff sign COVID-19 (outbreak)</i>		1	New	New sign for staff noticeboards in accordance with the Department of Health advice related to COVID – 19 outbreak management

Health and Wellbeing Manual				
Document	No	No of Pgs	New/ updated	Description
<i>ACFI Classification & Rate Calculator</i>	41.1.1	1	Updated	<ul style="list-style-type: none"> Minor correction to the daily fee subsidy rate related to Complex Health Care (medium)
Respite Care	41.17	3	Updated	<ul style="list-style-type: none"> Further detail added regarding referral and information communicated on discharge

Internal Assessment (Audit) System				
Sheet	Internal Assessment Tools	No of Pgs	New/ updated	Description
2	Quality Improvement	8	Updated	<ul style="list-style-type: none"> Updated according to the updated Quality Improvement Process and Complaint Handling procedure

Staff Competency Package				
Document	No	Pgs	New/ updated	Description
Quality	1.0			
Consumer centred care	1.1			
Demonstrates an understanding of consumer -centred care including the handling of a consumer feedback/concern	1.1.1	2	Updated	<ul style="list-style-type: none"> Renamed, was customer service Updated in accordance with the consumer-centred care guide (2 .0 .2)