

# Quality & Compliance Review

## AGED CARE QUALITY STANDARDS COMPLIANCE SUPPORT

You have been busy and focused on supporting your care recipients and staff to keep safe during the COVID-19 Pandemic. Unannounced visits are beginning again and CareLynx is here to support you by completing Service Reviews and assessments against the quality standards to give you peace of mind around your readiness.

### Who we are

CareLynx Clinicians are your trusted advisors in supporting Aged Care Quality Standards compliance. The extensive Aged Care experience of CareLynx Nurse Advisors & Administrators, coupled with a keen desire to help older Australians live the life they want, is a combination well matched to the new era of Aged Care.

CareLynx brings a depth of understanding and practical experience from over 30 years in the industry. The CareLynx approach to organisational transformation, care and clinical management systems will support your application of the Aged Care Quality Standards.



#### STANDARD 1

Consumer dignity, autonomy and choice



#### STANDARD 2

Ongoing assessment and planning with consumers



#### STANDARD 3

Delivering personal care and clinical care



#### STANDARD 4

Delivering lifestyle services and supports



#### STANDARD 5

Service Environment



#### STANDARD 6

Feedback and complaints



#### STANDARD 7

Human resources



#### STANDARD 8

Organisational governance

# REAL AND PRACTICAL RECOMMENDATIONS TAILORED FOR RESIDENTIAL AND IN-HOME AGED CARE SERVICES



## What we do

The Quality & Compliance Review (QCR) process consists of the CareLynx team being onsite for 2-4 days (depending on bed licenses/clients) and interviews with consumers, staff and key personnel and documentation review of both quantitative and qualitative data. After the onsite visit you will be provided with a customised Report which can be easily transformed into an Action Plan at service or organisational level. Our flexible approach means that we can formulate an QCR to suit your organisational needs and focus on your Aged Care Quality Standards areas of concern.

Feedback is provided at the end of each day with on-site management and will be managed in a confidential nature with the intention of the information supplied to inform improvements at the service level.



## What you get

Our innovative approach will facilitate a range of benefits for your service, consumers, and staff, and ensure your organisation is confident and ready for accreditation under the Standards.

Our QCR service will provide a gap analysis against all eight standards, identifying any areas of concern for your organisation. Our detailed QCR Report provides you with real and practical recommendations that are tailored for your service.

As part of the report, our personalised risk map will identify potential areas of non-compliance against five key areas of risk, including communication, engagement, quality of life, staff skills, and clinical risk management.

To further support your compliance in the new requirements, CareLynx has developed tools to assist with auditing, and offers education and coaching in real-time during the QCR process.



Contact our team for more information  
[info@carelynx.com](mailto:info@carelynx.com) or 1300 883 953