

STANDARD 03

Personal Care & Clinical Care

Residents get personal care and/or clinical care that is safe and right for them.

Standard 3 requires that residents receive safe and effective personal and clinical care that aligns with their needs, goals, and preferences.

This standard provides an opportunity for organisations to conduct a complete Care Model review with the aim of delivering comprehensive and holistic resident-centred care with a risk based approach.

The introduction of clinical pathways into an organisations clinical care practice provides an opportunity for staff to better coordinate and deliver appropriate, best practice care, and reduce fragmentation or duplication, which ultimately enhances cost-effectiveness.

ARE YOU...?



- Assisting residents to understand their care needs that have been determined through the clinical assessment process.
- Engaging openly with residents, in a way they can understand, so they can make choices about the type of care available to them.
- Aware of what- Quality Care, Dignity, Respect and Choice means to each resident.
- Aware of what is important to the resident for their health AND wellbeing.
- Ensuring that the clinical and care service the resident is receiving considers best practice while being safe and right for them.

TOOLBOX TALKS



- How do I effectively prevent and manage:
 - Falls whilst still enabling residents to be mobile
 - Pressure injuries and Pain
- How do I identify and manage delirium?
- How can I minimise restrictive practices.
- How can I identify clinical deterioration.
- What is antimicrobial stewardship and how is it supported at our home?
- What do we do to collaborate with other organisation's and providers to support the needs of residents?



HINTS TIPS ...



- Take the time to discuss and explain clinical and care services in a way that builds trust and understanding for residents and their representatives.
- Encourage staff to give a copy of the care plan to the NOK and get their direct input into building a more person-centred care plan. We need to be more transparent.
- Ensure all staff are aware and can access information on best practice or revised organisational practices for safe and effective care.
- Be prepared to have end of life conversations with residents that respect their social, cultural, religious and spiritual preferences.
- Do not assume resident preferences remain unchanged over time

QUESTIONS YOU CAN ASK RESIDENTS AND FAMILIES



- Does the care you receive meet all of your needs?
- Are you satisfied with the personal care the staff provide for you?
- Do you feel safe with the staff when receiving care?
- Do you receive information on infection control?
- Do you feel you receive good, high quality clinical care?
- Is there anything else we could do that would improve your experience in terms of personal and clinical care?



Do you have residents of Clinical Risk?

CareLynx can support your home by conducting a clinical review of your residents and clinical systems. The findings will be presented in a report that you can feed directly into your operational Action Plan or PCI as practical and sustainable recommendations are given.



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