5. SERVICE ENVIRONMENT

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5.1: OVERVIEW

5.1.1 CONSUMER OUTCOME[1]

"I feel I belong and I am safe and comfortable in Acorn Home Care's service environment."

5.1.2 ORGANISATION STATEMENT[2]

Acorn Home Care provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

5.1.3 OUR POLICY[3]

Acorn Home Care is committed to:

- A welcoming and easy to understand service environment that optimises each consumer's sense of belonging, independence, interaction and function
- A service environment that is:
  - Safe, clean, well maintained and comfortable
  - Enables consumers to move freely both indoors and out
- Furniture, fittings and equipment that are safe, clean, well-maintained and suitable for the consumer
- Ensuring a safe environment in the delivery of services in the consumer's home and any other venues outside of our facilities[4].

5.1.4 RESPONSIBILITIES

- Management, with input from relevant stakeholders, develops, maintains, promotes and monitors processes and procedures that ensure the provision of safe and quality care and services
- Staff follow policies and procedures, participate in development opportunities, promote a culture of safe, inclusive and quality care and services and support consumers in the planning, delivery and evaluation of care and services
- Consumers and/or their representatives participate in the planning, delivery and evaluation of care and services and if they feel hindered or unsupported to do so provide feedback to management.

5.1.5 MONITORING PHYSICAL RESOURCES PROCESSES

Processes and systems to ensure the safety of physical resources are regularly audited as part of our audit program, and staff, consumers and other stakeholders are encouraged to provide

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[1] Australian Government Department of Health Standard 5: Organisation's Service Environment Aged Care Quality Standards June 2018. Note that the Standard specifies the service environment as the service provider's facilities, not the consumer's home or other venues where services are delivered

[2] Ibid

[3] Based on the requirements for Standard 5: Organisation's Service Environment Aged Care Quality Standards June 2018

[4] In addition to the requirements of this Standard we also try to ensure the safety of our support staff and consumers in the consumer's home and other venues that services are delivered. See 5.4 Safety in the Home and Other Venues

ongoing feedback on issues and areas where improvements can be made (see 8.3.5 Corporate Calendar and 8.9 Continuous Improvement).

5.1.6 REFERENCES

- Australian Government Australian Aged Care Quality Agency *Aged Care Quality Standards Draft Guidance - Full suite* 2018

- Australian Government CHSP Grant Agreement including the Commonwealth Standard Grant Conditions and the Supplementary Terms Effective as of 1 July 2018

- Australian Government Department of Health *Aged Care Quality Standards* June 2018

- Australian Government Department of Health Commonwealth Home Support Programme - Program Manual 2018

- Australian Government Department of Health *Home Care Packages Program Operational Manual* December 2015

- Government of Western Australia Department of Mines, Industry, Regulation and Safety *Occupational Safety and Health Act 1984* and *Occupational Safety and Health Regulations 1996*

- Safe Work Australia.gov.au.

5.1.7 DEFINITIONS

1. Consumer refers to the consumer and their guardian and/or their representatives nominated by them

2. Support Worker refers to unregulated healthcare workers.

3. Support Staff refers to all staff involved in delivering services and care to consumers.

5.2 A WELCOMING ENVIRONMENT FOR CONSUMERS

Acorn Home Care's service environment has been designed with input from consumers, staff and other design professionals to ensure it is welcoming and safe.

5.2.1 ENTRY

The external area outside our entry has a wheelchair friendly paved entry path with a rail on one side and is surrounded by sensory garden beds on each side with paths for walking and benches for sitting. There are also edible plants in tanks that consumers are encouraged to help maintain and use.

Sliding doors are installed for ease of access and egress. Reception is located to one side of the door and has an open counter to improve access and to facilitate interaction between staff and consumers.
Reception staff greet consumers and provide a level of interaction that is genuine but allows them to conduct their work.

Floors are carpeted to prevent slips and to contribute to a warm welcoming environment. Different color carpeting is utilised to show clearly the walking areas which lead to the day centres and main office area. Comfortable couches which are easy to get into and out of, and a range of chairs to cater for different consumer needs, are provided with small tables that are easily moved allowing consumers to move items to meet their requirements. Where possible views outside are maximised.

Lighting is appropriate for reading and lamps are also available along with a collection of small and large print books that can be borrowed by consumers. Additionally, we maintain prints of flags and welcome signs that represent all the countries represented by our consumers. Information relevant to services is presented in large print and is displayed in one area called the 'Information Corner'. This includes posters, booklets, brochures and audio/visual information. A large notice board is available and contains consumer and organisation information relevant to our consumers.

Chilled water is available through a simple to operate fountain. Coffee and tea can be made in the adjacent day centre and taken in the reception area. Toilets are also available in the reception area.

The whole centre is airconditioned and the temperature maintained at a temperature comfortable to most people. Consumers are encouraged to provide feedback on the temperature and on any other aspects of the entry area.

5.2.2 DAY CENTRES

The day centre rooms are clearly marked and easily accessed off the main walkway and are furnished with movable but comfortable tables and chairs as well as couches. Tables can be moved to support small groups with different needs or preferences and the centre is large enough for different groups to undertake different activities. Consumers who do not wish to participate in activities are welcome to sit and watch or do as they prefer; however, staff provide gentle persuasion to involve people.

Water and hot drinks are available and, with reference to wellness and reablement, consumers who can, are encouraged to make their own. Similarly, with lunches, consumers are encouraged to serve themselves but those who cannot are assisted as required. At tea times and lunch times consumers may eat where they like and with whom they prefer though staff work to ensure no one is left feeling isolated. Consumers who have specific dietary or fluid

requirements are provided with suitable meals and drinks and are supervised as necessary. The consumers care plan outlines their dietary requirements as necessary.

5.2.3 SPECIAL NEEDS CONSUMERS

Doorways and walkways, both internally and externally, are wheelchair friendly and obstacle-free for people in wheelchairs or with walking aids. Good visual access is provided for people who may be uncertain of where they are such as people with cognitive impairment or people with failing sight. An accessible toilet is available.

5.2.4 CONSUMER INPUT ON ENVIRONMENT

As well as encouraging consumers to provide ongoing input to staff or through feedback or complaints processes, we hold a monthly morning tea with consumers to talk about how the service can be improved to better meet their needs. The environment of the service is specifically addressed (see 8.9.7 Other Continuous Improvement Information Sources/ii) Consumer meetings).

5.2.5 MAINTAINING THE ENVIRONMENT

All Acorn Home Care staff monitor the consumer areas for cleanliness and tidiness and address immediately any concerns they see. Staff also do daily cleaning as required and a major clean of all areas once a week. The contract gardeners do weekly garden maintenance and staff do daily sweeps and tidy-ups as required.

As noted in 5.3 A Safe Environment, safety audits are conducted regularly, hazards are identified and dealt with immediately, incidents are reported and reviewed to minimise a re-occurrence. Consumers are also encouraged to report to staff anything they feel is unsafe or is not appropriate.

(See 2.6.7 Environmental Controls in 2.6 Infection Control for details on cleaning practices in Acorn Home Care.)

5.3 A SAFE ENVIRONMENT

5.3.1 COMMITMENT TO SAFETY

Acorn Home Care ensures that a safe and healthy workplace is provided for consumers (as well as staff and volunteers) and that all services in our facilities are provided in a safe environment in line with Work Health and Safety (WHS) requirements[5] and our duty of care to consumers, staff and volunteers, through:

- Ensuring the working environment meets regulatory requirements (see 8.8 Regulatory Compliance)

- Providing training to staff (induction and ongoing) on the need to ensure the safety of consumers and themselves (for key points see 7.4.3 Staff Education and Training/ii) Mandatory training)

- Ongoing audits of our facilities (see below 5.3.2 Facilities Inspections and Safety Audits)

- The use and follow up of accident/incident/hazard forms (see below 5.3.3 Accidents, Incidents and Hazards)

- Ensuring the safety of special needs consumers (see 1.3.7 Consumers with Special Needs/iv) Ensuring the safety of special needs consumers)

- Inviting feedback from consumers (see 8.9.6 Continuous Improvement Forms)

- Infection prevention and control (see 2.6 Infection Control)

- Staff are trained in first aid (see below 5.3.4 First Aid and Emergencies/i) First aid)

- Regular maintenance and servicing of equipment and vehicles, as appropriate or recommended by the manufacturers (see 5.5.6 Monitoring and Maintaining Equipment and Facilities)

- Regular fire and evacuation training (see 5.5.8 Fire and Emergency Procedures)

- Monitoring of food storage equipment including temperatures of fridges and freezers (see 5.5.6 Monitoring and Maintaining Equipment and Facilities)

- Ongoing audits and continuous improvement of our processes and procedures (see 8.9.7 Other Continuous Improvement Information Sources). [6]

5.3.2 FACILITIES INSPECTIONS AND SAFETY AUDITS

A safety audit is completed for the Centre, Meals on Wheels kitchen and the office every six months using the Safety Audit Facilities form for each facility. The audit is conducted by staff who have completed the external OHS Representatives course.

Completed audit forms are forwarded to the appropriate Team Leader for review and identification of immediate maintenance issues.

(See 8.9.7 Other Continuous Improvement Information/iv) Safety audits, for the process for dealing with the Reports.)

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[5] Government of Western Australia Department of Mines, Industry, Regulation and Safety Occupational Safety and Health Act 1984 and Occupational Safety and Health Regulations 1996

[6] See also Safe Work Australia.gov.au

5.3.3 ACCIDENTS, INCIDENTS AND HAZARDS

Accidents, however minor, and near-miss accidents and other incidents that posed or could have posed a threat to the safety of staff, consumers or any other person, are reported on a Staff Accident Incident Report or an Adverse Event Report (for consumers).

(See 8.9.6 Continuous Improvement Forms. The process for dealing with report forms is described under each form.)

Staff are trained to identify and report health or safety hazards in our premises or facilities or in the consumer's home or external venues. These are reported on a Hazard Report.
Completed accident, incident and hazard reports are forwarded to the relevant Coordinator who carries out (or delegates) any immediate action required.

(See 8.9.6 Continuous Improvement Forms. The process for dealing with report forms is described under each form. See also 8.9.7 Other Continuous Improvement Information/iv) Safety audits, 5.4.2 Home Safety Audits and 5.4.3 Safety Audits External Venues.)

5.3.4 FIRST AID AND EMERGENCIES

i) First aid

Staff are encouraged to complete first aid training; all Team Leaders have Senior First Aid Certificates and other staff can apply for funding to achieve their First Aid Certificate.

A first aid kit is maintained in the office, the Day Centre, the Meals kitchen and in the transport vehicles. They are checked each month by the Clerical Assistant and items replenished as necessary.

ii) Emergencies

All staff receive training on what to do in the event of an emergency. This includes making them aware of the Emergency Manuals which stipulate what to do in the event of fire, flood and threats. Emergency Manuals are distributed throughout our facilities and are clearly visible and accessible.

In the event of a consumer suffering a medical emergency staff:

- Check the immediate area for signs of danger and remove or minimise if safe to do so
- Do not move the person unless they are exposed to a life-threatening situation
- Ring an ambulance on 000. If unsure if one is required, ring anyway and they will advise you
- Notify a senior staff person
- Stay with the person and administer first aid (if trained to do so) until assistance arrives
- Follow the instructions of Emergency Services or First Aid personnel.

5.4 SAFETY IN THE HOME AND OTHER VENUES

5.4.1 OVERVIEW

i) Role of the consumer

In addition to ensuring safety in our facilities, and as far as is practicable, we try to ensure safety in the consumer's home by requesting consumers to:

- Participate in a safety audit of their home prior to the delivery of support commensurate with assistance and/or negotiation with them to improve unsafe areas (see 8.9.7 Other Continuous Improvement Information/iv) Safety Audits)

- Obtain safe chemicals and limiting support staff to using these – a description of acceptable chemicals is included in the Consumer Handbook

- Obtain safe equipment such as vacuum cleaners or washing machines

- Not smoke in the home when support staff are there

- Secure any dogs/pets prior to the arrival of support staff.

ii) Role of support staff

Support staff are aware of the following:

- Report any dangerous home and garden maintenance needs which the consumer is unable to do themselves such as accumulations of rubbish, broken and uneven paving, overhanging trees and shrubs

- Use correct transfer procedures and encourage the consumer to use prescribed walking aids and grab rails. If grab rails and ramps are needed, advise the Team Leader

- Maintain good posture while standing, sitting, driving, cleaning, carrying and moving objects in the home and practice good back care when assisting consumers

- Kitchens - store sharp utensils and chemical cleaners and pesticides safely. Make sure the handles of pots and pans are not over a hot plate and are turned in. Use pot holders. Do not hang tea towels near a burner

- Bathrooms - store razors, scissors etc. safely. Avoid use of electrical appliances in the bathroom. If used ensure they are switched off and unplugged after use. When turning on taps, put cold on first and off last. Check positioning of bathroom aids (grab rails, bath seats etc.) and if alterations or additional aids are needed report to the Team Leader

- Lighting - ensure there is good lighting. Encourage use of high wattage and clear globes in dark areas

- Electrical appliances - do not use any which have faulty connections or worn or frayed cords until repaired. Do not let extension cords obstruct walkways and do not place under mats or carpets

- Heaters - should not be placed in busy areas or near combustible materials (curtains, lounges etc.). Use a fireguard. Do not move when alight. Electric blankets to be kept straight and flat and not to be used where there is a risk of incontinence.

- Floors - dry after mopping and clean up spills as soon as possible. Never apply polish. Suggest non-slip backing on loose mats and move loose or frayed mats out of general walkway.

Support staff have access to an Adverse Event Report to record accidents or incidents and a Handover Report to record other issues or changes in condition to the Team Leader (this

document is shredded in the office once used). Support staff complete a Hazard Report to record health and safety hazards in consumers' homes, which are then actioned by the Team Leader.

Should an unsafe environment be evident, Support staff contact their supervisor for advice and assistance and should endeavour to control the risk until further action can be taken.

Information and training on all of the above is provided to support staff, as appropriate, immediately after recruitment and refresher training is provided annually.

All home support staff are also provided with portable RCDs to protect against electric shock.

(See also 8.9.6 Continuous Improvement Forms for details on processing report forms.)

5.4.2 HOME SAFETY AUDITS

Home Safety Audits are completed by the Consumer Care Coordinator or another delegated staff member who has appropriate training either at the time of assessment or prior to the provision of in-home services and at the annual review using a Home Safety Checklist.

If any safety issues are identified that cannot be attended to by the consumer before the first service delivery the Home Safety Checklist is referred to the Team Leader.

Any safety issues that can be attended to by us are referred to the Team Leader for implementation through inclusion in the support plan. Issues that require action by the consumer are negotiated with the consumer. These could include:

- The need for repairs to the home
- Removal of unsafe items
- The exclusion of support in relation to particular areas of the house
- The absence of home smoke alarms in a working condition
- The control of pets
- Smoking.

Where it is unsafe for support staff to enter the home the delivery of services may be delayed until the risks are controlled.

The process for dealing with the reports is described in 8.9 Continuous Improvement (see 8.9.7 Other Continuous Improvement Information/iv) Safety audits).

5.4.3 SAFETY AUDITS EXTERNAL VENUES

A Safety Audit External Venue form is completed for all new venues used for consumer activities prior to the staging of the activity. The form is completed by a staff member involved in organising the activity. If any safety issues or risks are identified the Team Leader Social Support - Group or a Coordinator, as appropriate, is consulted as to whether the venue or facility should be used. The decision and reasons are recorded on the form.

The appropriate Team Leader ensures that safety audits for external venues are reviewed at least once a year. Completed Safety Audit External Venue forms are filed in the Venues file in the Day Centre.

5.5 ASSET MANAGEMENT

5.5.1 APPROVED SUPPLIERS AND EXTERNAL CONTRACTORS

To ensure the integrity and reliability of supplies Acorn Home Care maintain a list of approved suppliers, including contractors. Approved suppliers are selected and evaluated by the Manager on the following criteria:

- Quality
- Reliability
- Timeliness
- Backup support and service and
- Cost.

External suppliers and contractors provide an ABN number and, if appropriate, evidence of public liability, current workers' compensation insurance and Police Checks. These details are noted on the Approved Suppliers List that is kept by the Manager.

New suppliers are approved by the Manager before goods or services are purchased from them.

If Acorn Home Care contracts out any service delivery a Subcontracting/Brokerage Agreement is developed that specifies that the contractor will meet all relevant quality requirements under the Aged Care Quality Standards and that our organisation may request evidence of compliance or conduct on-site audits of relevant information.

5.5.2 ASSET RECORDING

Acorn Home Care records in an Assets Register any items with a purchase price of $3,000.00 or more. The assets register is maintained in Excel by the Administration Officer and includes:

- Item number
- A description of the goods, including brand and model (if appropriate)
- The supplier
- The Activity for which the asset was acquired
- The date of acquisition
- The purchase or lease price
- Asset description including serial number
- Asset location
- Sources of funding used to acquire the asset
- The depreciation schedule for asset
- The depreciated value of the asset
- Details of asset Disposal (where relevant) including the sale.

i) CHSP assets[7]

Acorn Home Care complies with the requirements of the CHSP Grant Agreement including the Commonwealth Standard Grant Conditions Supplementary Terms as follows:

- Any asset with a purchase price of $10,000 or more, inclusive of GST, is recorded in the Acorn Home Care Assets Register including:
  - o Item number
  - o Description
  - o CHSP grant contributions
  - o Other contributions by Acorn Home Care and
  - o Other contributions by third parties
- We only use the Grant to purchase the assets specified in Item H of the Schedule
- The assets are used for the funded activity
- We obtain prior approval in writing if we want to use the Grant to purchase assets not specified in Item H of the Schedule
- We own the assets purchased with the Grant unless Item H of the Schedule states otherwise
- We follow all other requirements in relation to assets.

5.5.3 INSURANCE

Acorn Home Care arranges all insurances required by funding providers including:

- Public liability
- Workers' compensation
- Directors' and Officers' Liability
- Professional indemnity insurance
- Property   fire
- Contents   theft and burglary (replacement cost)
- Volunteer insurance   personal accident and public liability
- Motor Vehicle Liability Insurance
- Compulsory Motor Vehicle Insurance.

5.5.4 EQUIPMENT REGISTER (CONSUMER LOANS)

All equipment loaned to support consumers remains the property of Acorn Home Care, and is recorded in the Equipment Loans Register (in Excel) by the relevant Team Leader and maintained as per the maintenance schedule (see 5.5.6 Monitoring and Maintaining Equipment and Facilities).

Equipment is provided in a clean and serviceable state. When equipment is returned it is recorded in the Register, cleaned, checked and serviced as required. Cleaning is based on

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[7] Australian Government CHSP Grant Agreement including the Commonwealth Standard Grant Conditions and the Supplementary Terms Clause 5 Equipment and Assets Effective as of 1 July 2018 p 1

infection control principles (see 2.6.8 Cleaning of Reusable Equipment/Single Use Equipment).

The Team Leader Administration ensures that all equipment is insured.

5.5.5 STAFF AND VOLUNTEER VEHICLES

Staff and volunteers are not permitted to use their vehicles for work purposes if their vehicle insurance does not cover the vehicle for work purposes.

Staff and volunteers are required to provide a copy of their driver's licence, car registration and insurance and this is kept in their staff file and recorded in the Employment Checks Register.

5.5.6 MONITORING AND MAINTAINING EQUIPMENT AND FACILITIES

i) Equipment register

The Administration Team maintains an Equipment Maintenance Register in Excel showing both programmed maintenance and ad-hoc maintenance for all equipment owned by our organisation including loan equipment for consumers. Should a consumer request medical or independent living support equipment (such as mobility aids, chairs, pressure relieving equipment) a referral is made to an Occupational Therapist to advise and support the equipment recommendation, use and monitoring.

The Administration Team is responsible for ensuring programmed maintenance is carried out as per the maintenance schedule. Ad-hoc maintenance is reviewed on an ongoing basis to identify if equipment needs to be replaced.

Vehicle servicing and maintenance is managed by the Administration team and recorded in the Excel based Vehicle Maintenance and Repairs Register.

ii) Maintenance requests

Staff and volunteers report required maintenance on a Maintenance Request form. These are forwarded to the Administration Team who arrange required maintenance.

The process for dealing with the completed maintenance requests is described 8.9 Continuous Improvement (see 8.9.6 Continuous Improvement Forms/vii) Maintenance request).

iii) Monitoring fridge and freezer temperatures

The Team Leader Meals and Transport ensures that records of food temperatures for receival, storage, heating and delivery of meals and cleaning records are maintained. Food safety principles are applied and the Team Leader Meals and Transport supervises the heating and movement of prepared meals to ensure safety.

For details on monitoring prepared meals see 4.5.2 (B) Meals – Onsite Production/v) Meal preparation).

5.5.7 VEHICLE POLICY

i) Key points

The use of vehicles is covered by our Vehicle Policy. Key points are:

- All grant conditions relating to the use of vehicles are adhered to
- Staff have an appropriate current licence before using a vehicle
- All organisation-related vehicles are used solely for work purposes unless private use is agreed as a condition of employment and contain a first aid kit
- Vehicles are locked when unattended
- Users of vehicles:
  o Ensure that the vehicle is tidy inside
  o Has petrol
  o Report any damage or issues with the vehicle
  o Complete the Vehicle Log Sheet.

ii) Motor vehicle accident procedures

Staff who have a car accident while driving an organisation-related vehicle follow the procedures outlined below:

- Stop at once
- As much as possible, ensure that the vehicle is not posing a further traffic hazard
- Assist anyone who might be injured
- Get the names and addresses of all witnesses to the accident
- Report the accident to the police.

If another vehicle is involved make sure you obtain and keep a record of the following information:

- The owner's name, address and telephone number
- The driver's name, address and driving licence number or other identification
- The name of the owner's insurance company
- The make, type and registration number of the car.

Identify yourself to the other driver, together with your name, address and registration number.

If the police attend, make sure you:

- Provide the police with all relevant information about yourself and the other driver
- Obtain and keep a record of the attending police officer's name, rank, number and station.

As much as possible try to recall and commit to memory (or write down) the details of the accident while they are still fresh in your mind.

Do not discuss the accident with anyone other than the police or our organisation's insurance company representative.

If personal injury or serious property damage is involved:

- Phone a senior staff person and the insurance company at once.

- Complete a Staff Accident/Incident Report and give it to your supervisor as soon as possible after the accident.

5.5.8 FIRE AND EMERGENCY PROCEDURES

i) Displaying emergency procedures

Procedures in the case of fire and other emergencies are specified in the Emergency Manual. The procedures cover:

- Fire procedures
- Threatening telephone calls
- Bomb threat
- Earthquake/cyclone
- Accident
- Chemical spill
- Missing consumer.

ii) Staff responsibilities

Each individual staff member has a responsibility to familiarise themselves with their work place and be aware of:

- The most direct means of exit from the building
- The nominated assembly point for the building
- The location of any portable firefighting equipment within the building and its application.

Annual training in fire and emergency procedures is mandatory for all staff. Fire drills are also held at least twice a year (see 7.4.3 Staff Education and Training/ii) Mandatory training).