

“Key challenges in monitoring and accreditation of the elderly care services and facilities”

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Quality
ISO 9001

SAI GLOBAL



Aged Care
Standards and Accreditation Agency Ltd





Framework

The players

- Standards
- Residents
- Accreditation bodies
- Regulators
- Nursing homes



Accreditation

Questions

- Is the accreditation program mandatory?
- Is accreditation linked to funding?
- Do the standards have a stated purpose?
- For whose benefit do the standards exist?
- Who sets standards? - Relationship between approver of standards and accrediting body governance and those being assessed



Accreditation

- Are the standards minimum standards?
- How is performance rated?
- Is there a focus on quality improvement?
- Are service users engaged in standards development and review?



Setting and maintaining standards

- Who sets standards
- Standards fit for purpose
 - Outcome focused
 - Achievable
 - Assessable
 - Shared understanding
 - » Meaning
 - » How to demonstrate achievement
- Circumstances of institution being assessed



Perceptions and expectations from stakeholders

- Many stakeholders
- Providers
- Carers
- Government
- Community



Expectations of residents and families

- Personalised care in institutional setting
- Range of expectations
- Reluctance to speak
- Cognitive limitations
- Dependency

预览已结束，完整报告链接和二维码如下：

https://www.yunbaogao.cn/report/index/report?reportId=5_7546



ance v quality improvement

scheme exist?

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a selling point