Ask me about my shirt?

Soon you will see our care workers wearing new bright colourful shirts. Each colour connects with the new Aged Care Quality Standards. So ask me about my shirt when you see one!

What are the new standards?

The new standards aim to empower senior Australians and ensure responsibility and accountability for their care.

There are 8 Standards
- Consumer dignity and choice
- Ongoing assessment and planning with consumers
- Personal care and clinical care
- Services and supports for daily living
- Organisation’s service environment
- Feedback and complaints
- Human resources
- Organisational governance

The 8 standards include:
- A statement of outcome for the client
- A statement of expectation for the organisation
- Requirements to demonstrate that the standard has been met.

How will things change?

The new standards encourage consumer-directed care to its full potential and allow for flexibility in how the outcomes are delivered and met.

This approach is great for our ageing population, and McLean Care has been working hard since 2018 to ensure we have implemented all required changes or updates to our organisation and procedures to meet the new requirements.

Historical methods and practices that Aged Care and Home Care providers have operated under may not all be appropriate under the new combined standards.

One major change is the increase in visits to facilities from the Australian Aged Care Quality and Safety Commission. All government-supported providers are now subject to increased unannounced visits and audits by AQSQC Assessors, to ensure providers are complying with Accreditation Standards at all times. This might mean that our consumers, both in our residential facilities and those receiving home and community care, may be asked more frequently to be involved in interviews with Assessors as part of the audits.

The increased scrutiny on the industry and the changes to standards are designed to improve the lives of those who receive aged care services. Ultimately, the changes are about improving the wellbeing of aged care residents and clients, and ensuring they are the priority by providers, something McLean Care wholeheartedly supports.

We welcome the changes to the aged care industry so it can improve the lives and care of seniors across the country. It’s a dynamic time for the industry, and the opportunity to shift the industry into a place that is truly revered and celebrated in the community is exciting.

There is an emphasis on collaboration and partnership with consumers and families and on the provision of person-centred care. The focus on the consumer and his or her family and the desire to provide care and services of the highest quality have formed an important part of McLean Care’s philosophies for many years.

We look forward to ongoing partnership with our consumers and our communities and continually improving our work as a provider of high-quality care and services. The wellbeing and quality of life for our consumers, either those receiving home care services from McLean Care or those who call McLean Care home in our residential facilities, has long been our number one aim. All of us here at McLean Care are confident in our ability to continue to provide care and support within the framework of the new standards.

The new standards will make it easier to check that people are receiving quality care, both from the perspective of the provider and the person receiving the care and their family.

McLean Care has always aimed to ‘move with the times’ whilst keeping our traditions intact and never waver in our vision of ‘Earning Experiences Beyond All Boundaries’. Like you all, we wholeheartedly support any actions that will hold organisations to the highest standards when providing aged care services. The new standards encourage consumer-directed care and allow for flexibility in how the outcomes are delivered and met.

Onward & Outward

New Aged Care Quality Standards

Traditionally when it comes to Aged Care there have been two sets of standards, one for residential aged care and another for home and community care. From 1 July 2019, these are combined into a single set of standards.

The Quality Standards focus on outcomes for people receiving care and reflect the level of care and services the community can expect from organisations. Each standard clearly says what the consumer can expect of the provider. All aged care providers need to meet an “outcome” and then demonstrate how they are meeting that outcome.

These elements are similar to previous standards, however the terminology in the new standards are more user friendly and the focus is our consumers. The intent of the new standards is to make it easier to check that people are receiving quality care, both from the perspective of the provider and the person receiving the care and their family.

I have had the privilege of working in the Aged Care sector for over 20 years and have been the CEO of McLean Care for 5 years. Whilst we have always held our consumers at the forefront of all of our work over that time, the sector itself has undergone phenomenal changes over that time.

Inverell Residences
67 Killean Street
Inverell, NSW 2360
T: 02 6721 7300
E: admin@mcleanarecare.org.au

CWA House Residential Care
21 Cherry Street
Dekker QLD 4401
T: 07 4661 1120
E: cwaadmin@mcleanarecare.org.au

Kolora Residential Care
8 Prink Street
Gympie, QLD 4670
T: 07 6779 1922
E: koloraadmin@mcleanarecare.org.au

Independent Living
Inverell: Goodwood Villas & Kllian Units
Dekker, Casual & Granny Units
Inverell: 94-100 Byron St
Tenby Road: Suite 11, 11-15 Dowe St

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Biddeston State School P&C Garden Party

On the 23rd of March the Biddeston State School P&C held their annual Ladies Garden Party fundraiser. From the community donations and business sponsorship the Garden Party successfully raised over $45,000. The money raised will be distributed to the two charity organisations ‘White Ribbon Australia’ and ‘Domestic Violence Action Centre in Toowoomba’. With these funds they are setting out to help rural families in their community who are dealing with difficult circumstances during this time.

McLean Care® was a silver sponsor and was thrilled by the achievements made with this event. The generosity and support given for those in need is heart-warming.

McLean Care® prides themselves on having a culture of continuous improvement and we are always looking to innovate in order to deliver the very best care and support to our consumers. We also recognise that we can always do better. When an aspect of our service needs improvement - we look for ways to correct it. When we receive feedback from a consumer or their family – we listen and work to address it. We also accept when we are not up to standard or expectation, and we work hard to resolve our shortcomings.

McLean Care® is committed to ensuring our consumers are our number 1, priority and we’ll be looking for further opportunities to ensure the care we provide matches our consumers’ needs, and that they feel welcome, valued and safe always at all of our facilities and with our services.

We welcome the changes to the aged care industry so it can improve the lives and care of seniors across the country. It’s a dynamic time for the industry, and the opportunity to shift the industry into one that is truly revered and celebrated in the community is exciting.

Sue Thomson
Chief Executive Officer

#YOUR VOICE COUNTS

Community forums are becoming recognised as an opportunity to share community opinions and validate findings within a region. ‘Public forums’ are formed with the intentional purpose to hear, discuss and solve citizens problems such as Aged Care issues. Public forums and listening sessions are a valuable resource in upholding open lines of communication with the public. Public participation in community forums can help identify and solve problems facing that community.

As a community-owned and operated organisation in regional Australia, McLean Care® is continually looking for the most efficient and effective ways to deliver quality aged care and disability services for rural communities. McLean Care® is wanting to hear from its community on how they should continue to improve their aged care and disability services for the community.

On the 29th of April 2019, McLean Care® held a Community Forum at the Kolona residential facility in Guyra. The Community Forums are an excellent opportunity for members of the Guyra and surrounding communities to not only learn more about McLean Care® but have the chance to share opinions about their communities aged care and disabilities needs today and in the future.

McLean Care® will also be holding further community forums in Inverell, Tamworth and Oakey in the near future.