



CMA Newsletter



Issue 1 July 2004

Care Managers Australia is pleased to send you our first of what we hope will be many newsletters. I trust you find it informative and useful. *Andrew Schloss (Editor)*

Continued

Accreditation – Time is running out!

Application for accreditation is due by the 23 August 2004 for villages registered before 23 August 2002. Forms can be downloaded directly from the Aged Care Queensland's web site.

Can Care Managers Australia help you with your application?

Retirement Village Conference Success

A special thankyou to all those who visited our stand at the conference in June.

John Dangerfield (CEO) of Care Managers Australia spoke at the conference on the accreditation process. The feedback from this was excellent with delegates flooding the Aged Care Queensland stand to get their copies of the application documentation. So much so they ran out. Its nice to see words trigger action.

John's Top 10 tips for accreditation

1. When writing your self assessment be self critical about your village and if there are things you are developing then put them into your quality improvement plan.
2. If you operate a chain of villages or have a care taker couple on site, consider having a corporate representative available on the day to discuss issues that may not be responsibility of the care takers.
3. Seek out a quality improvement model that suits your situation and share it with your staff, so they get the chance to develop a comprehensive understanding of quality improvement and how it applies to everything you do. This prevents a piecemeal approach to quality from happening.
4. Check that every staff member has a position description and have been appraised of their performance.

5. Make sure your pool and spa is up to scratch, including an emergency call point in the pool area,

6. Make sure your pool is being tested as regularly as your local government authority requires (usually daily or twice daily), with the records on hand to show.

7. Check the village fences and gates. Are they safe, not rusting and steady?

8. Check your driveways, gutters and footpaths for the quality of the concrete. Make sure that uneven surfaces are identified and a plan to repair them developed.

9. The accreditation standard for villages requires reflective numbering on each unit/home that can be easily seen at night-time, as well as an illuminated entry sign that assists emergency vehicles entering your village in the night.

10. An emergency call system that works for your village must be in place when you and your staff are not there. And don't forget to test it regularly and show us the records.

Survey Preparation

Being prepared for your survey can save you and your staff a lot of grief. What can you do? Apart from thinking about our top 10 tips, walk around your village with the standards in your hands, and look at what you do and how your village presents.

Mock Audits will assist your readiness for the survey, reassuring and preparing you and your staff for the event. Often a third party who is not too close and can be more objective to what goes on proves providing better results. Care Managers Australia has trained and active (RVA) surveyors who can assist. Our clients have found the process invaluable.

The lighter side of life

Did you know the most popular name in



Policies and procedures

How you operate is important. Standard 2.3. Requirement states, "Policies and procedures in relation to village management are documented and regularly reviewed."

Do you have your policies, procedures and practices documented? If the answer is no, then you will not meet the requirements of the accreditation process. If you do not have the expertise nor the time to develop such a system Aged Care Queensland can assist. Call Michelle Smith at ACQI a generic manual (Template) for sale which can be readily customised to meet your needs.

Advertising for staff

Finding the right staff can be expensive, time consuming and just plain frustrating. Where do you find the best person for the job, and how can you attract them?

I like to use a fishing analogy. To be a successful fisherperson you ought know what you want to catch ie. a target species. Is it a whiting or a marlin? Once this is done you can then determine what sort of bait you require, what conditions (weather / tide etc.) will be the best, and where you will find them.

Finding staff is no different. Experience has taught us that the way we would recruit a maintenance person will be different than an administration person.

Care Managers Australia

Our Existing Client Base:

Advertising for staff continued...

Ask yourself:

Helping you help others.....

Continued



Helping you help others.....