

Video: Standard, rights and legislation



Transcript

Standards and legal requirements that set out the procedures and guidelines an organization must adhere to in providing care. They make sure residents are given safe reliable and consistent care that is regularly reviewed and updated in line with best practice. In the aged care environment, there are separate standards for organizations operating in a residential aged care facility and those working in home care. In residential care, four standards serve to protect the well-being of residents and ensure the safe operation of care providers.

They ensure providers are responsive to residents needs and maintain an ever-improving service. They also work to protect the resident's health and help them retain control of their rights while ensuring quality of life within a safe and comfortable environment. there are 44 expected outcomes across the four residential care standards and residential aged care facilities must comply with all 44 outcomes at all times.

It's essential that personal care workers encourage and support residents and their advocates to be aware of their rights. A right is an entitlement given to every member of our community and a proactive approach to their rights can give residents a sense of independence and self-determination. If you support and inform a person of their rights they are more likely to know when they are being breached or compromised.

Basically, people have the right to privacy and confidentiality to dignity and freedom and to make informed choices about their care. They have the right to express their ideas and opinions and receive care that promotes and protects their well-being. They also have the right to lodge a complaint if they are unhappy with part of their care. We'll talk about the complaints process in a moment. But you can find more information on resident's rights in the government's residential care manual and aged care act.

Or consult either the industry standards of ethics and codes of practice or your organisation's policies and procedures. Finally, another avenue older people can use to protect their rights is advocacy. An advocate stands as a representative of the older person to ensure their rights are exercised and upheld. They offer advice and support on an issue and make sure the person has a voice. An advocate can represent the person in financial affairs with legal matters or if they encounter discrimination.

While residents have many rights they also have responsibilities. You should inform them of these responsibilities and how they affect their interactions with you and other members of the support team. For instance, they must respect the rights and needs of those around them and allow support staff to work in an environment free from harassment. They have a responsibility to care for their own health and well-being and so much as they are capable.

They also have a duty to divulge to doctors any relevant medical history and the current state of their health as well as to maintain a safe environment to the best of their ability. The majority of aged care providers do their best to provide quality care and services for older Australians. However it's important that people have a platform to raise concerns. Complaints can help providers refine the quality of care they provide and lead to improvements if approached in a positive and constructive way.

Personal care workers should inform residents of how to lodge a complaint in the event they are and happy with an element of their care. If a person is worried about the care they or someone else's receiving they should speak to the provider first or seek advice from an independent party. If they wish to take the matter further the federal government has two schemes through which complaints can be lodged via the Aged Care complaints commissioner or through the my aged care portal.

The Aged Care complaint scheme provides a free service for anyone receiving aged care services that are subsidised by the Australian Government and allows them to raise concerns about the quality of care or services being delivered. To protect the residents of aged care facilities there are laws that require staff to report any suspicions or allegations of abuse to both police and the Department of Health. These are called mandatory reporting laws. If you suspect or know of the mistreatment of a resident at the hands of staff family or anyone else you have an obligation to report it to your organisation and make sure it is followed up appropriately.

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