

RAT TESTING AND COVID 19

Community Care staff are requested to RAT test 3 times per week and continue to practice good hand hygiene with constant handwashing before putting on a mask and wearing gloves into a client's home. Your gloves should be changed each time you enter a client's home and you should sanitise your hands before placing gloves on and after removing them. Your mask should be changed regularly throughout the day, particularly when you take it on and off to eat a meal.

You should continue to screen clients at the door before entering to ensure no one in the household is suffering flu like symptoms. If someone is unwell, please don't enter the house and ring the office to discuss their condition.

Staff who wish to deliver personal care and medication assistance to covid 19 positive clients will be notified that they have tested positive to covid 19 and will be asked to wear a N95 mask, gloves, gown, face shield and eye goggles. The full PPE kit can be picked up at Westmont. All PPE used in a positive 19 covid client's house should be disposed of following contact with that client. Face shields and goggles should be cleaned between clients.

We are continuing to fit test all N95 masks worn by staff. In the interim please view the video (www.health.vic.gov.au/worker-health-wellbeing/protective-personal-equipment-ppe) on how to put on and take off your PPE.

Attached is a diagram on the steps you can take to fit check your N95 mask correctly

CERTIFICATE III PERSONAL CARE

For staff that are not qualified personal carers, the Wodonga TAFE is running a flexible inhouse course for Westmont staff. The course is being delivered face to face one afternoon per week and Westmont has generously agreed to continue to pay students to attend this course. Please note, enrolments are closing soon. The TAFE has provided a lot of support to students and whilst many assessments are completed during the study sessions, staff are expected to complete some assessments in their own time. This may require around 6-8 hours study per week. Westmont does provide placements at the homestead for students to complete the work experience requirements of the course. This will require students to attend daily at Baranduda for a two-week period and commence work at around 6.15am to complete the day shift. Please let us know ASAP if you wish to enrol in the Certificate III in Individual Support.

SIRS AND CODE OF CONDUCT

In late 2022, the Quality and Safety Commission introduced a Serious Incident Response Scheme to homecare providers. This requires all staff to report incidents which result in harm or likely harm to the consumer whilst delivering homecare services. It also includes omissions or failure to provide appropriate care to the consumer. We record such incidents in our incident management register and report to the board on these incidents. The reporting of incidents is important for us to respond appropriately and ensure such incidents don't happen again. Certain serious incidents such as unreasonable use of force, incidents that result in emotional abuse to clients, stealing or financial coercion, neglect or inappropriate use of restrictive practices and inappropriate sexual conduct are deemed serious incidents and are reportable to the commission within 24 hours of the incident occurring.

Please ensure you notify the office of any serious incidents within 24 hours of becoming aware of the incident. You can report an incident to our office by filling out an adverse event form or simply contacting the office on the phone.

The Code of Conduct describes the behaviour expected of aged care providers, their governing persons (e.g. board members and Chief Executive Officers) and aged care workers.

The Code gives the Aged Care Quality and Safety Commission the power to deal with behaviour that is not consistent with the Code and has been developed based on the existing [National Disability Insurance Scheme \(NDIS\) Code of Conduct](#).

The Code sets out eight behaviour statements that approved providers, aged care workers and governing persons are expected to comply with. When providing care, supports and services to customers, you are expected to:

- a) act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- b) act in a way that treats people with dignity and respect, and values their diversity
- c) act with respect for the privacy of people
- d) provide care, supports and services in a safe and competent manner, with care and skill
- e) act with integrity, honesty and transparency
- f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services
- g) provide care, supports and services free from:
 - i. all forms of violence, discrimination, exploitation, neglect and abuse
 - ii. sexual misconduct
- a) take all reasonable steps to prevent and respond to:
 - i. all forms of violence, discrimination, exploitation, neglect and abuse
 - ii. sexual misconduct

More information on SIRS and the /Code of Conduct can be found at the following link:
www.agedcarequality.gov.au/sirs.

Attached are two declarations that we ask you to complete and return to our office. The declarations indicate you have been given information and understand your obligation as a carer to abide by and comply with the SIRS and Code of Conduct.

ROSTER AND CLIENT NOTES

Roster notes are updated regularly on your roster to alert you to changed client conditions. Similarly we are updating carer notes, so please take the time to check the client's folder. If you notice either roster or carer notes are out of date or not accurate, please provide some feedback to us so we can update them.

WAGE CHANGE APPROVED BY FAIR WORK COMMISSION

Fair Work Commission has approved 15% increase in wages commencing on 30 June 2023 for specific workers who come under the SCHADS and Nurses Award. Refer to the link below for further details:

lasa.memnet.com.au/MemberSelfService/Newsletter.aspx?distributionId=d5c8ff17-493e-4ce8-9892-6a0537762d0em.

DO YOU HAVE ANY IDEAS ON HOW WE CAN CONTINUE TO IMPROVE OUR LEVEL OF CARE?

We welcome ideas and your insight into how things can be done differently or more efficiently is always welcome. All ideas should be communicated to our management team.