

Orientation to Aged Care Homes
Thursday 26th August 2004
Facilitators: Lenora Lippmann and Rosie Fenech

Objectives

That participants will understand the:

- Internal workings of how Aged Care Homes operate in relation to clinical issues
 - Structures and regulations that affect the operations of Aged Care Homes
 - Supports available to Aged Care Homes in their efforts to provide quality care
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9:45 *REGISTRATION –Refreshments available*

10:00 *Introduction*

10:15 Session 1 – Dealing with clinical issues in Aged Care Homes

Henk Stoop, Manager St Catherine's Aged Care Facility & Bernadette Mills St Joseph's Hostel.

Panel discussion to provide participants with an insight into the day to day clinical processes of Aged Care Homes.

11:30 *MORNING TEA*

12:00 Session 2 – Structures and regulations that support quality care

Department of Health and Ageing – Aged Care Branch, Andrew Bamber, Soriya Suong & Barb Simmonds

- Overview the role and responsibilities of the department in relation to Aged Care.
- Complaints Resolution Scheme – What sort of complaints does the department deal with?
- Accountability and risk management – When are sanctions put in place and how often?

Accreditation & Standards Agency, Angela Quero, Principal Assessor

1:00pm *LUNCH*

1:45 Session 3: Who are the other players and how do they fit in?

Northern Hospital Aged Care Assessment Service - Penny Houghton
Residential Care Rights Association – Mary Lyttle, CEO

2:15pm Session 4: How do all the players impact on clinical care?

Small group activity to consolidate learning from the day

3:00 *CLOSE*