

CONTENTS

4.1 Services and Supports for Daily Living Guide	1
4.1.1 Consumer Outcome	1
4.1.2 Organisation Statement	1
4.1.3 Our Policy	1
4.1.4 Responsibilities	1
4.1.5 Monitoring Services and Supports for Daily Living.....	1
4.2 Ensuring Safe and Effective Services	2
4.2.1 Delivering Safe and Effective Services.....	2
4.2.2 Promoting Consumers’ Cultural, Spiritual, and Emotional Wellbeing.....	2
4.2.3 Consumer Participation in Community	2
4.2.4 Communication of Consumer Information	2
4.2.5 Consumer Referrals.....	2
4.2.6 Quality Meals	2
4.2.7 Equipment Safety and Maintenance.....	2
4.3 Programs and Services	3
4.3.1 Social Support – Individual.....	3
Overview	3
Out-of-scope activities (For CHSP funded support)	3
Planning	3
Conducting activities – Social Lunch	3
4.3.2 Transport.....	4
Overview	4
Arranging transport.....	4
Recording transport	4
Drivers.....	4
4.3.3 Domestic assistance	4
Overview	4
Exclusions.....	5
Arranging domestic assistance.....	5
Support plan.....	5
In the home.....	5
Recording domestic assistance	5
4.3.4 Personal Care	5
4.3.5 Meals	5
4.3.6 Home Care Packages – Additional Information	6
Consumer directed care.....	6
4.4 Food Services	7
4.4.1 Overview	7
4.4.4 Meals – Onsite Production.....	7



TABLE OF CONTENTS

Food service staff management..... 7

Temporary staff shortages 7

Staff/volunteer access to support..... 7

Staff skills 7

Meal preparation 7

 Food suppliers..... 8

 Receiving goods 8

 Storing goods 8

 Fresh Goods Storage..... 8

 Frozen Goods Storage..... 8

 Dry Goods Storage..... 8

Preparing meals (including menus, thawing, cooking, cooling, reheating, freezing) 8



RECORD OF REVISIONS: SECTION 4: SERVICES AND SUPPORTS FOR DAILY LIVING

Date	Section/s Revised and Notes	Authorisation
October 2023	Policy and procedures implemented	Management Committee

4.1 SERVICES AND SUPPORTS FOR DAILY LIVING GUIDE

4.1.1 CONSUMER OUTCOME¹

"I get the services and supports that are important for my health and wellbeing and that enable me to do the things I want to do."

4.1.2 ORGANISATION STATEMENT²

CHNC provides safe and effective services and supports that optimise the consumer's independence, health, wellbeing and quality of life.

4.1.3 OUR POLICY³

- Each consumer receives safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, wellbeing and quality of life.
- Services and supports for daily living promote each consumer's emotional, spiritual and psychological wellbeing
- Services and supports for daily living assist each consumer to:
 - participate in their community within and outside the service
 - have social and personal relationships
 - do the things of interest to them
- Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.
- Timely and appropriate referrals to other providers, organisations and individuals
- Where meals are provided, they are varied and of adequate quality and quantity.
- Where equipment is provided it is safe, suitable clean and well maintained.

4.1.4 RESPONSIBILITIES

- Management develops processes and practices that achieve safe and effective care delivered in accordance with the consumer's needs, goals and preferences and ensures the employment of staff who are qualified and experienced in all aspects of the provision of personal and clinical care
- Staff follow policies and procedures, participate in development opportunities, and deliver services that are safe and effective and are delivered in accordance with the consumer's needs, goals and preferences
- Consumers and/or their representatives provide ongoing input on their needs and preferences for care and services.

4.1.5 MONITORING SERVICES AND SUPPORTS FOR DAILY LIVING

The processes and systems supporting services and supports for daily living are regularly audited as part of our audit program and staff, consumers and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made (see [Corporate Calendar](#) in Forms/Governance Documents and 8.9 Continuous Improvement).

¹ Australian Government Aged Care Quality and Safety Commission, [Guidance and resources for providers to support the Aged Care Quality Standards](#) (September 2022). Website accessed May 2023

² Ibid., p.71. Note that Ibid means 'in the same source last referenced in the footnote above.'

³ Ibid., p.71.

4.2 ENSURING SAFE AND EFFECTIVE SERVICES

CHNC provides supports for daily living for home care consumers under the CHSP and Home Care Packages funding. The following approaches apply to all services and care provided, subject to funding program requirements.

The requirements for the Aged Care Quality Standards applicable to this section are discussed in the sections referred to below.

4.2.1 DELIVERING SAFE AND EFFECTIVE SERVICES

(See 2.3.3 Delivering safe and effective services, 2.3.6 Assessment and Support Planning Process/ Service Commencement Meeting and 3.2.2 Risk Assessment: Minimising Harm.)

4.2.2 PROMOTING CONSUMERS' CULTURAL, SPIRITUAL, AND EMOTIONAL WELLBEING

(See 1.3.3 Spiritual Support and 1.3.4 Emotional and Psychological Support.)

4.2.3 CONSUMER PARTICIPATION IN COMMUNITY

(See 1.4.4 Inclusion in Community.)

4.2.4 COMMUNICATION OF CONSUMER INFORMATION

(See 1.4.5 Consumer Communication and 2.6.5 Information Sharing.)

4.2.5 CONSUMER REFERRALS

(See 1.4.4 Inclusion in Community/Referrals to other agencies.)

4.2.6 QUALITY MEALS

(See 4.4 Food Services.)

4.2.7 EQUIPMENT SAFETY AND MAINTENANCE

(See 5.4.7 Monitoring and Maintaining Equipment and Facilities.)

4.3 PROGRAMS AND SERVICES

4.3.1 SOCIAL SUPPORT – INDIVIDUAL

Overview

Social Support – Individual assists frail older people to participate in community life and feel socially included through meeting their need for social contact and company whilst facilitating their wellness and reablement goals. CHNC provides social support through visiting services, telephone and web-based monitoring services (including other technologies that help connect older people to their community e.g. to assist people with sensory impairments or those living in geographically isolated areas) and accompanied activities (such as assisting the person through accompanied shopping, bill-paying, attendance at appointments and other related activities). We also hold structured activities that develop, maintain or support independent living and social interaction. Transport is also provided (see Transport below). Consumers pay for their own meals on outings.

Out-of-scope activities (For CHSP funded support)

- Social gatherings that do not specifically aim to support older people's social inclusion and independence.

Note that consumers who have transitioned from the CHSP to a Home Care Package may continue to access, at their cost, their existing CHSP social support on an ongoing basis to allow the continuity of social relationships. HCP funds are not permitted to be used. The fee charged to the consumer is the amount charged under our consumer contribution framework or fee schedule.⁴

Planning

Social support - Individual consumers are consulted regarding their activity and outing preferences through assessment, 1:1 discussions and group discussions. Consideration is given to the cultural, cognitive and functional abilities and wellness and reablement needs of consumers in the planning of activities.

The Aged Care Programs Coordinator and Social Support staff use feedback from consumers to assist them to plan activities including outings or in-centre activities on a monthly planning cycle; the month's activities are sent out via post. Accompanied Outings are planned by staff and a risk assessment of the outing location is conducted that includes ensuring that the environment, facilities and location are suitable for the consumer (see 5.3.11 Safety Audits External Venues). A consumer Emergency Form is also completed and taken on all outings for use in the event of an emergency transfer being required.

Anecdotal feedback is sought after activities and noted by staff to assist in the development of future activity plans.

Conducting activities – Social Lunch

Supplies are purchased for in-centre activities (E.g. Social Lunch) such as crafts, games and social interaction. A meal (see 4.4.3 Meals - Purchased Meals) and morning and afternoon tea (prepared biscuits, cakes or fruit) are provided and are served by the staff, all of whom have completed food safety training. Consideration is given to food allergies, diet modifications and preferences and these are recorded on the consumer's records.

On accompanied outings, the delegated Social Support Worker goes with the Driver to assist in picking up consumers and takes the file with consumer details and transfer form, and a mobile phone with them.

Attendance at the centre is recorded in the DEX Exchange Report Log, along with transport provision. This is returned to the Aged Care Programs Assistant to enter into Data Exchange.

Progress Notes are documented, if required, in the consumer file. Incident Reports are completed as required. Consumer satisfaction with activities and their participation is documented.

⁴ Australian Government Department of Health and Aged Care Information for the Aged Care Sector Newsletter #15 Accessed 13 August 2021



4.3.2 TRANSPORT

Overview

The transport service supports consumer access to the community. CHNC provides transport to consumers to:

- Attend social support activities in our centre and to external venues
- Conduct shopping
- Attend medical appointments and pay bills
- Access other community resources such as libraries, community groups and other resources that the consumer accesses to maintain community links and relationships.

The transport service is included in the consumer's Support Plan and includes any communication, mobility or other specific supports.

Arranging transport

Consumers ring the Administration Team who book them in for transport appointments or the shopping bus. Consumers who are regular attendees have a permanent bus booking for pick up and drop off on their allocated centre days. Cancellations are also notified to the Administration Team.

CHNC vehicles (MPVs) are utilised for accompanied outings. Transport for appointments is also provided using CHNC vehicles; these services are generally scheduled but can also be provided on demand, but notice of at least the day before is preferred in order to avoid disappointment for the consumer in the event a vehicle or driver is not available.

The Aged Care Programs Coordinator is responsible for scheduling transport services and are entered in the Consumer Management System.

Recording transport

Transport services for social support are recorded in the CHSP Receipt Book and DEX Exchange Report Log and all other transport is recorded on a Transport Record sheet maintained in each vehicle which is returned to the Administration Officer at the end of each week.

Drivers

Drivers are scheduled by the Aged Care Programs Coordinator who uses the Consumer Management System to organise the schedules.

All drivers are staff or volunteers who have the required police checks, current driver's license and a good driving history. The drivers are responsible for complying with our vehicle policy and for reporting any issues or concerns to the Aged Care Programs Coordinator (see 5.4.10 Vehicle Policy).

Each vehicle has a mobile telephone so that the bus driver can be contacted, and a First Aid Kit. A Consumer Details and Transfer Form is also taken in the vehicle for each passenger.

4.3.3 DOMESTIC ASSISTANCE

Overview

Domestic assistance provides assistance with domestic chores to maintain a person's capacity to manage everyday activities in a safe, secure and healthy home environment including time limited services to support wellness and reablement goals. This service includes:

- General house cleaning



- Linen services
- Dishwashing
- Clothes washing and ironing
- Shopping (unaccompanied)
- Bill paying (unaccompanied).

Exclusions

Domestic assistance does not include:

- Financial advice or offer to assist with managing a person's finances
- Cleaning under or behind furniture, the movement or rearrangement of heavy furniture, or cleaning that involves the removal of fixtures (e.g. blinds, curtains etc). Full spring cleans are outside the scope of daily domestic assistance services and need to be negotiated on a case by case basis with providers.

Arranging domestic assistance

The Aged Care Programs Coordinator is responsible for scheduling domestic assistance services and for dealing with changes to the schedule and cancellations.

Support plan

Support plans for domestic assistance clearly identify the tasks that need to be completed by the Support Workers and specify what tasks the consumer has agreed to do or assist with.

In the home

On arrival at the consumer's home the Support Worker records the time of arrival on their Run Sheet, enters their arrival time on the Progress Notes and checks the Support Plan for tasks to be carried out and any special requirements for the consumer.

The support staff encourage and support the consumer to do their agreed tasks, being mindful of the importance of the consumer maintaining their independence. Support staff are instructed to only deliver the support specified in the Support Plan. If the consumer requests additional support the support staff telephone their supervisor for instruction. This is to ensure that any changes in the consumer's condition are noted and responded to.

On completion of the work the support staff enter any notes that need to be made in the Progress Notes and enter the time completed in the notes and on their Run Sheet.

(See also 2.6.3 Progress Notes.)

Recording domestic assistance

The Aged Care Programs Coordinator and the Aged Care Programs Assistant are responsible for ensuring Support Worker's run sheets are completed and returned and entered in the Consumer Management System.

4.3.4 PERSONAL CARE

(See 3.2.3 Personal Care)

4.3.5 MEALS

(See 4.4 Food Services.)



4.3.6 HOME CARE PACKAGES – ADDITIONAL INFORMATION

Consumer directed care

Consumers who are provided support through a Home Care Package receive their support on a Consumer Directed Care (CDC) basis. The principles of this approach are described in Section 1: Consumer Dignity and Choice (see 1.3.1 Service Delivery Principles/Home care packages program/ Consumer directed care).

Within a Consumer Directed Care Model, consumers choose the services and care they wish to receive. The only constraint is that the services are not outside the range of services specified in the guidelines for Home Care Packages. These are shown in Table.2 Range of Services Provided by Home Care Packages included in Directory of Funded Programs.⁵

Where clinical care is required it is provided by our clinical staff or referral to appropriate clinical care.

The provisions around these service types shown above apply to Home Care Packages with the following considerations:

- HCP services are at a higher level than CHSP services and consumers may receive greater quantities of service
- Services can be delivered more flexibly and with greater scope on what can be included in service types to meet the consumer's needs and preferences subject to Table.2 Range of Services Provided by Home Care Packages included in Directory of Funded Programs.

⁵ See Australian Government Federal Register of Legislation Quality of Care Principles 2014 Schedule 3 – Care and Services for Home Care Services Part 1 Care and Services

4.4 FOOD SERVICES

4.4.1 OVERVIEW

These policies and procedures provide an overview of the program to guide staff providing food services.

CHNC provides:

- On-site cooked meals to consumers attending Social Lunch or other activities (See 4.4.4 Meals On-site Production).

4.4.4 MEALS – ONSITE PRODUCTION⁶

Food service staff management

The Manager and Aged Care Programs Coordinator manages the volunteer staff.

Temporary staff shortages

If the Manager is not available for a day, the Aged Care Programs Coordinator or volunteers assist in the kitchen as all staff and volunteers have had food handling training and are familiar with the kitchen processes.

Staff/volunteer access to support

All staff/volunteers have access to support, information and advice from, the Manager and other CHNC staff as required.

Staff skills

The Manager and staff who prepare meals have the necessary skills to carry out their roles. The Manager and staff work together to identify any additional skills or training needs. Staff and volunteers are provided with relevant training and support to provide the meals service (see 7.4.3 Staff Education and Training/Food safety training).

Specifically, staff (staff providing food and drinks to consumers) have received food handling training and receive ongoing training and instruction on maintaining food safety and hygiene practices including the use of hair nets, gloves, hand hygiene and safety considerations in the kitchen.

Meal preparation⁷

CHNC's food service recognises that food preparation, storage and delivery may pose the following hazards:

- Biological: e.g. bacterial, viral, fungal
- Chemical: e.g. cleaning agents, pesticides and natural toxins present in foods
- Physical: e.g. glass, metal, plastics, jewellery, insects.

CHNC's food service has processes in place to manage these hazards through safe food handling practices, cleaning and sanitising procedures and staff training (see 2.7.7 Environmental Controls).

⁶ This section applies to service providers who prepare the meals in their own facilities. Service providers who purchase prepared meals from an external provider such as a commercial kitchen or hospital and distribute them to the consumers should delete this section and apply Section 4.6.3 Meals – Purchased Meals.

⁷ Information in this section is based on: Australia New Zealand Food Standards Code Food Safety Programs for Food Service to Vulnerable Persons: A Guide to Standard 3.3.1 Food Safety Programs for Food Service to Vulnerable Persons Chapter 3 First edition February 2008. See also Local Government requirements and:

NSW: NSW Government [NSW Food Authority Guidelines for Food Service to Vulnerable Persons](#), NSW Government [Food Act 2003](#), NSW Government [Food Regulation 2015](#), NSW Government [Food Standards Code](#)

Potentially hazardous foods include meat, poultry, fish/seafood, soups, gravies, pasta, rice, potato and custard. The following food handling of potentially hazardous foods is followed:

- Potentially hazardous food that has been kept between 5°C and 60°C for a total of less than 2 hours must be refrigerated or used immediately
- Potentially hazardous food that has been kept between 5°C and 60°C for a total of longer than 2 hours but less than 4 hours must be used immediately
- Potentially hazardous food that has been kept between 5°C and 60°C for a total of 4 hours or longer must be thrown out.

Food suppliers

CHNC's food service only uses food suppliers who can guarantee the delivery of fresh, frozen and dry goods that meet our quality requirements.

Receiving goods

When receiving goods, kitchen staff check the temperature of the food and conduct a visual check of packaging. Fresh food must be fresh, within use-by dates, frozen foods must be frozen solid, and packaging must be intact with no damage.

Storing goods

Food goods are stored appropriate to need; fresh foods are stored in the refrigerator, frozen foods in the freezer and dry goods in the pantry. Stock rotation is used to ensure that goods that have been stored the longest are used the first.

Fresh Goods Storage

Food in the refrigerator is stored covered (except for fresh vegetables) and food types (such as dairy, meat, seafood and vegetables) stored separately. Cooked foods are stored in food grade containers, covered and dated, and placed above raw foods in the refrigerator. Manufactured foods are stored as per manufacturer's instructions and always kept below 5°C.

Frozen Goods Storage

Frozen foods are maintained below -15°C and stored in food grade containers or covered and dated. Cooked frozen foods are clearly marked with contents and expiry dates.

Dry Goods Storage

Dry goods are stored in the pantry in food grade containers as per manufactures instructions in a cool and dry environment. Expiry dates and decanting dates (if applicable) are noted on goods. Chemicals are stored separately. Staff observe the area for pests when restocking. Food is stored as least 15cm off the floor.

Preparing meals (including menus, thawing, cooking, cooling, reheating, freezing)

Frozen foods are thawed in the refrigerator and are not cooked until they are no longer frozen. Goods are prepared using food safety principles that ensure meats and vegetables are prepared separately, and staff wear personal protective equipment (including hair covering and aprons). Gloves are worn when preparing ready-to-eat foods such as sandwiches and salads. Single use cloths are used for specific food types and/or cloths (such as tea towels) are washed daily after use. Fruits and vegetables are washed before use and salads are sanitised if necessary.

After food has been cooked (above 75 °C, cooked through or to boiling point) it is plated immediately into the meal packaging containers.

Meals that are reheated are heated to above 60°C on the stove top, stirred and then plated and stored in the warming oven. No foods are reheated more than once.