

PENNWOOD AGED CARE POLICIES

Policy 1 – Leadership and Management.

The Board of Management is committed to the development of the service and the effective management of the organisation. The Administrator is responsible for the effective operation of the service and will implement contemporary management systems to ensure the provision of quality, safe services for residents.

See associated processes/procedures in sleeves: QM Folder; Management Systems Manual P&P
Other references: Accreditation Standards.
PACV ACCREDITATION STANDARDS FLOWCHARTS

1.1 Leadership, Service Development and Management: The vision, values philosophies and objectives of Pennwood will be clearly set out and explained to residents, their families, the staff and the broader community and they will be encouraged to play an active part in achieving the aims of the service.

See associated processes/procedures: MSPP; QM; Business Plan 2005/2010
Other references: Accreditation Standards 1.1 - 1.9; 2.1 - 2.3; 3.1 - 3.3; 4.1 - 4.3:

1.2 Governance

Pennwood Inc. is committed to achieving innovative and flexible corporate governance practices so that the organization can meet new demands and grasp new opportunities.

See associated processes/procedures: MF Meetings Agenda RCM Reports
Other references: Accreditation Standards 1.1 - 1.9; 2.1 - 2.3; 3.1 - 3.3; 4.1 - 4.3:

1.3 Delegation of Authority:

The Board will delegate appropriate authority to the RCM, enabling them to achieve effective management of the organisation.

See associated processes/procedures: Organisational Chart
Other references: Accreditation Standards 1.1 - 1.9; 2.1 - 2.3; 3.1 - 3.3; 4.1 - 4.3:

1.4 Code of Conduct.:

The Board, Management and Staff are committed to ensuring a high standard of professional and personal conduct within the organisation.

See associated processes/procedures: QM Philosophy and Objectives; C3 Code of Conduct
Other references: Accreditation Standards 1.1 - 1.9; 2.1 - 2.3; 3.1 - 3.3; 4.1 - 4.3:

1.5 Continuous Improvement: Continuous improvement is a primary focus of Pennwood Inc. The service, its management systems and staff practices will be guided and modified by a continuous improvement program that is responsive to input from all interested parties and takes into account regular internal and external audit and assessment processes. Care and services will promote the resident's physical and psychological wellbeing and be delivered by a multi-disciplinary team who have contemporary knowledge and skills.

See associated processes/procedures: C9 QM-CQI record of Activities-Improve IT
Other references: Accreditation Standards 1.1; 2.1; 3.1; 4.1:

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1.6 Regulatory Accountability: The Board of Management undertakes to take all reasonable steps to ensure that the operation and management of Pennwood Inc is conducted in accordance with Federal, State and Local Government statutes, acts, and regulations.

See associated processes/procedures: MSPP; ANSTAT legislation; Registration; Police Checks
Other references: Accreditation Standards 1.2; 2.2; 3.2; 4.2:

1.7 Privacy: Pennwood respects the rights of residents and staff to privacy. Staff will ensure that residents are able to undertake personal contacts and care and lifestyle activities in private. Management will maintain systems to ensure that the collection use, disclosure and security of resident and staff information meets all regulatory requirements.

See associated processes/procedures: National Privacy Principle 5.(16a) P6 Consent forms 65b
Other references: Accreditation Standards. 3.6:

1.8 Information Systems. Pennwood will collect, record, store and when required dispose of information in accordance with regulatory and accountability requirements.

See associated processes/procedures: MSPP RHL-Privacy and Dignity
Other references: Residential Care Manual, Nurses Boards Guidelines, Accreditation Standards.1.8:

1.9 Purchase and Management of Equipment and Goods. Pennwood will ensure that only equipment that is fit for purpose is purchased. The optimal operation of equipment will be retained through preventive and corrective maintenance programs. All goods and equipment will be stored in a manner that safeguards residents and systems in place will ensure sufficient supplies are available and stock rotation maintains freshness and/or potency.

See associated processes/procedures: Safety procedures MSPP RHL Contracts
Other references: Accreditation Standards. 1.7; 1.9; 4.4; 4.5:

1.10 External Services: Pennwood will ensure that all external providers enter into contracts that specify Pennwood's expectations regarding the type and quality of the services to be provided and the performance goals the external provider will need to meet. The contract will set out mechanisms for dealing with complaints and non-compliance with contract provisions.

See associated processes/procedures: MSPP; FR Service Providers Directory
Other references: Accreditation Standards. 1.9:

SIGN

ANNE BROWN RCM
CEO/Administrator

DATE: December 2011

NEXT REVIEW: Dec 2014