Australian Government
Aged Care Quality and Safety Commission

Engage
Empower
Safeguard

Infection Control Monitoring Checklist

Date of assessment contact: 05/06/2023

Entry Time:1340   **Exit Time:** 1500

Names of Regulatory Officials: Natasha Shields

Service name: The Willochra Home

Commission ID: 6097

Name of person in charge of service: Leonie Gibbons

Number of consumers currently at the service: 38

Room arrangements:Service is single story, consisting of all single rooms with private ensuites.

SCREENING ON ENTRY *Question 1 to 2 completed based on observations when entering the service and of all other admission points to the service*		Yes/No
1	The following screening procedures are in place at the service:	
	Sign in register for all visitors, agency staff, transportation staff and other contacts who enter the service	Yes
	Pre-entry screening questions/measures/expectations of visitors clear	Yes
	Alcohol-based hand sanitiser	Yes
	Sanitiser wipes available at staff or visitor electronic sign in	No
	Direction on PPE required to enter the service	Yes
	Other, -	No
2	Are signs located at all entrances to the service instructing visitors and staff not to enter if they have fever or symptoms of a respiratory or gastrointestinal infection?	Yes
If no to any of the above, provide details and areas of improvement: 1, Service has paper based sign in.		

OUTBREAK MANAGEMENT PLAN *Question 3 to 14 completed during review of the Outbreak Management Plan*		Yes / No
3	Date last reviewed: 13/12/2022 Date plan last practiced: 13/12/2022	
4	Name of nominated <u>infection prevention and control lead</u> (required from 1/12/20) : Julie Hass	
5	Does plan include a list of people with allocated roles and contact details including alternative staff contacts? Clear staffing plan for immediate support, information	Yes

	and guidance for on-site staff unfamiliar with environment, processes and individual consumers at all times i.e. every shift?	
6	Is there a current staff list with contact details, including detailed rosters and a mechanism for managing risk where staff may work across multiple aged care/disability/health care services or multiple sites?	Yes
7(a)	Is there a list (spreadsheet) of all consumers including recent photos, room numbers, vaccination status and emergency contact details?	Yes
(b)	Is there process to identify consumers when familiar staff are not present e.g. wristbands?	Yes
8	Are Medicare numbers for all consumers able to be accessed when needed?	Yes
9	Does plan include other key points of contacts such as the PHU; Department of Health and Aged Care; GPs including after-hours GP contacts and other visiting staff; PPE stockists; surge workforce organisations; clinical waste contractor (increase frequency of bin collection)?	Yes
10	Does the service have a floor plan readily available to support isolating positive consumers and/or symptomatic consumers if required?	Yes
11	Does the plan outline:	
	The approach for managing all potential outbreaks including COVID-19, Acute Respiratory Illness (ARI) and gastrointestinal infections?	Yes
	The approach for managing a COVID-19 exposure?	Yes
	The process for managing an outbreak of COVID-19, ARI or gastroenteritis?	Yes
	The process for identifying and defining the risk of specific exposures and the required quarantine and isolation requirements?	Yes
	How staff will be assigned to teams to support cohorting/isolating positive consumers?	Yes
	Processes for clinical handover?	Yes
	Guidelines to determine the decision-making process for considering when a COVID-19 positive or ARI confirmed consumer may transfer to hospital? *Hospital transfers are on a case by case basis*	Yes
	Details of arrangements for GP or equivalent medical access during an outbreak?	Yes
	The service's Communication protocol and plan? (consumers, staff, families, external bodies and professionals)	Yes
	Access details to electronic records by all relevant parties, including contingency plan for loss of electronic records?	Yes
12	Are there contingency plans if practical to safely move and isolate COVID-19 or ARI positive consumers in a single room/share with another positive consumer with ensuite/separate bathroom or if bathrooms are shared, commodes are used to minimise sharing bathrooms?	No

OUTBREAK MANAGEMENT PLAN *Question 3 to 14 completed during review of the Outbreak Management Plan*	Yes / No
13	Is there prepared signage to communicate an outbreak/facility restriction and to identify areas that are active COVID-19 or ARI consumers zone/cohorts?	Yes
14	Is there a process to identify staff who actually worked on relevant dates (not just a roster), to determine dates, shifts and areas of work, and the consumers they cared for?	Yes

If no to any of the above, or the service does not have a current trained IPC lead for the service provide details and areas of improvement: 12, Service has no shared rooms or ensuites.

PERSONAL PROTECTIVE EQUIPMENT (PPE) *Responses to question 15 to 31 completed based on PPE observations;*	Yes/No/Not Required*	
PPE supply and storage		
15	Does the service have sufficient PPE to manage the initial phase of an outbreak until they can access their further supply (including gloves, long sleeve fluid resistant gowns, eye protection, surgical and P2/N95 masks)?	Yes
16	Has an area been identified for bulk stocks of PPE (pallets) to be safely delivered, received and stored?	Yes
17	Are PPE stock levels monitored, stored securely and always accessible by a designated person?	Yes
18	Is PPE readily available and in easy reach of staff who require it (including masks, gowns, gloves, face shields/eye protection, hand sanitiser, waste disposal bins and liners)?	Yes
PPE usage		
19	Does the service have a process for overseeing and monitoring that staff are using required PPE, and using PPE correctly?	Yes
20	Are there separate areas/stations for PPE donning and doffing that are clearly identified?	Yes
21	Are posters/instructions on donning/doffing PPE available?	Yes
22	Where PPE is required, are staff donning and doffing PPE correctly?	Not Required
23	Where PPE is required, are staff correctly applying PPE?	Not Required
24	Where required, is appropriate PPE used by staff with different roles (care/non-care staff)?	Not Required
25	If required, is everyone (except consumers) in the service wearing the type of mask specified by the relevant State or Territory Health Department?	Not Required
26	If required, are staff wearing face shields or other protective eyewear in addition to masks?	Not Required
27	Are staff undertaking good hand hygiene practices and changing gloves (if applicable) between consumers?	Yes

PERSONAL PROTECTIVE EQUIPMENT (PPE) *Responses to question 15 to 31 completed based on PPE observations;*		Yes/No/Not Required*
28	Where PPE is required, were staff observed **not to be touching** their face or mask?	Not Required
PPE disposal		
29	Are there sufficient and appropriate waste bins available which are emptied frequently enough?	Yes
30	Are staff disposing of PPE correctly?	Yes
31	Is the waste service sufficient to ensure adequate waste removal from site (large volume in outbreak)?	Yes
If no to any of the above, provide details and areas of improvement: n/a		

INFECTION CONTROL MEASURES *Responses to question 32 to 41 completed based on infection control observations;*		Yes/No/Not Required
Hand hygiene		
32	Are hand washing and/or alcohol-based hand sanitiser stations readily available for staff, consumers and visitors in all areas of the facility including in kitchen, laundry areas?	Yes
33	Is there hand wash available at all hand basins and in bathrooms?	Yes
34	Are acceptable hand washing frequency and techniques being used by staff, consumers and visitors?	Yes
Environment/Equipment Cleaning		
35	Adequate supplies are in place for increased frequency of cleaning particularly high touch surfaces, including detergent for cleaning, approved disinfectant and disinfectant wipes?	Yes
36	Is all shared equipment being cleaned and disinfected between consumers?	Yes
37	Is shared equipment such as telephones and computers, door handles, rails, chair arms and other high touch items being cleaned and disinfected after each use?	Yes
38	Are there appropriate cleaning directions and cleaning supplies for high risk spaces including areas in isolation, staff meeting spaces, shared and separate bathrooms, kitchen, laundry and medication administration?	Yes
Other Preventative Strategies		
39	Are all staff and consumers using own drink bottles and/or are there appropriate management plans for communal taps or fountains (as high touch points)?	Yes
40	Are all staff and consumers screened daily for symptoms (fever, acute respiratory symptoms and change in behaviour in consumers)?	Yes
41	Are visitors attending the service as per any visitor access/restriction requirements?	Yes

INFECTION CONTROL MEASURES	Yes/No/Not Required
Responses to question 32 to 41 completed based on infection control observations;	

If no to any of the above, provide details and areas of improvement: 40, Staff conduct self daily RAT test, sign symptom checker. Consumers are monitored for symptoms and RAT tested if symptomatic.

WORKFORCE	Yes/No
Responses to questions 42 to 47 completed based on interview with the person in charge during the entry meeting and observations of the workforce;	
42	Is there a process for orientation, induction and training in PPE and infection control, including for agency staff and/or surge workforce for each shift?	Yes
43	Is a process in place to ensure staff competency following PPE and infection control training that is consistent with public health directions and best practice guidance? This includes how the service satisfies itself that all staff are able to adhere to hand hygiene and PPE requirements at all times and across all shifts, such as donning and doffing PPE. This includes ensuring staff competency for any anticipated increase in the use of PPE; for example, through PPE drills. Provide details.	Yes
44	A process is in place to determine and record staff and consumer COVID vaccination and Influenza vaccination status (whether voluntarily or as required under a law of a State or Territory)? Include monitoring when next doses due and enabling access.	Yes
45	There is a surge contingency staffing plan if a significant number of staff become sick or require quarantining (may include access details to the temporary surge workforce through the Department of Health and Aged Care)?	Yes
46	Clear handover arrangements occur for consumers' individual risks, care needs, social needs and monitoring requirements?	Yes
47	The service has determined how it can resource cleaning staff and supplies, including induction and training at surge periods?	Yes

If no or unchecked to any of the above, provide details and areas of improvement: n/a

COMMUNICATIONS AND SIGNAGE	Yes/No
Responses to question 48 to 50 completed based on observations of communications and signage; 'yes' and 'no',	
48	Service has notice boards, signs and other sources of information throughout the facility for staff, consumers and visitors on infection prevention and control including:	
	Hand hygiene	Yes
	Cough etiquette	Yes
	Physical distancing/staying 1.5m away from other people *based on each State/Territory health directions* (Staff/Visitors)	Yes
	Advice to stay at home even with the mildest of symptoms or possible exposure/close contact to COVID-19 positive person or person with other infectious disease symptoms	Yes

COMMUNICATIONS AND SIGNAGE	Yes/No
Responses to question 48 to 50 completed based on observations of communications and signage; 'yes' and 'no',	

			Yes/No
		Density signage is displayed based on each State/Territory health directions	Not Required
49		Information materials and signs are language appropriate for the consumers, staff and visitors of the service?	Yes
50		The service has signage and processes in place to monitor staff physical distancing, e.g. during handover, breaks, entry and exit, and including remaining in separated and defined work zones based on each State/Territory health directions.	Not Required

If no or unchecked to any of the above, provide details and areas of improvement: 49,The Service will access government website for additional resources as needed.

CONSUMERS	Yes/No
Responses to question 51 to 64 completed based on observations; 'yes' and 'no'	

		Yes/No
51	Has the service spoken to all consumers and/or consumer representatives and documented consent or the decision to refuse antiviral treatment for the consumer?	Yes
52	Is the information on consumer consent or decision to refuse antivirals accessible to staff, including out of hours?	Yes
53	Is there a process to re-discuss antiviral use and consent with consumers who test COVID-19 positive and/or consumer representatives who make the decision to refuse antiviral treatment?	Yes
54	Has the service spoken to consumer medical officers to plan for review of consumer health status and prescribing of antivirals for consumers who test positive to COVID-19 including out of hours?	Yes
55	Has the service contacted their pharmacy/pharmacies to ensure availability of antiviral medication including out of hours?	Yes
56	Has the service provided education and training to staff on the use and administration of antivirals for consumers including where there may be swallowing difficulties?	Yes
57	Are consumers able to move freely outside of their rooms?	Yes
58	Is the service aware of the Industry Code for Visiting in Aged Care Homes?	Yes
59	Are consumers and visitors observed to be participating in visits in line with the service's policies and procedures and the principles of person-centred care (as outlined in the Partnerships in Care Fact sheet?	Yes
60	Does the service have a documented risk based approach to facilitate essential visitors to all consumers including during an outbreak?	Yes
61	Does the service have a documented process to ensure non-essential visitors can have contact with consumers if they become COVID-19 positive or have another viral illness?	Yes
62	Does the service ensure access to volunteers continues during an outbreak?	Yes

CONSUMERS Responses to question 51 to 64 completed based on observations; 'yes' and 'no'		Yes/No
63	Does the service ensure access for visitors to unaffected parts of the service during an outbreak?	Yes
64	Does the service ensure that consumer risks are managed during an outbreak including nutrition, psychosocial and physical activity?	Yes

If no to any of the above or are unchecked, provide details and areas of improvement: 51- 51, The Service has no formal pre-consent form. Consent is gained at time of infection and the consumers/representatives choice is documented.

56, The Service liaises with pharmacy as needed.

62, Volunteers can access non isolating areas only when service has small outbreaks, larger outbreaks volunteers are not permitted.

General consumer observations: Staff observed to be interacting with consumers in a polite, courteous, and dignified manner. Consumers seen to mobilising through service freely, engaged in activities and socialising with each other well.

Other relevant information: n/a