Residential Aged Care QCAB Cycle 2: Summary of Recommendations and Governing Body Response.

The table below provides a summary of recommendations made by QCAB and is shown in the order of priority defined by QCAB. It includes Management Recommendations using Board response options.

Topic	Proposed Strategy	Board Response
1. **Provide a buffet-style option for people to choose their items for main meals at lunch and dinner service.**	Introduce buffet-style meal service, including visual displays or digital access to meal options for residents with mobility challenges. Ensure the buffet includes choices in texture-modified meals.	**Pilot Testing:** The Board supports the buffet initiative being piloted in the Pioneer Homes including evaluating resident feedback before implementing this in all homes.
2. **Partnering and developing relationships with community partners for social connectedness.**	Develop partnerships with local organisations and involve community members in shared experiences like food and hospitality. Volunteer Committee to be added into operation teams' meeting cadence.	**Pilot Testing**: The Board welcomes increasing volunteering opportunities and partnerships in our communities and recommends selecting a Catholic Healthcare community to assess the effectiveness before expanding to additional homes.
3. **Support families and partners in care to engage in meaningful activities**	Provide family-centred events and flexible visiting opportunities like family-friendly programs and shared activities. Develop plans to facilitate initiatives identified to trial and test at various Homes.	**Pilot testing**: The Board recognises the importance of family member involvement and supports moving to trialling programs at select Homes to assess the impact.

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4. **Add more colour, especially greens, to meals for nutrition, inspiration, presentation, and taste.**	Menu development is to include tried recipes to ensure meals are palatable and to residents' preferences. Enhance meals with colorful, nutritious and seasonal ingredients, train employees in dietary requirements and hospitality for better service quality. Review the annual food budget to ensure access to fresh, seasonal produce. Address the timing of meals to better align with real-world habits and preferences.	**Seek Further Information**: The Board has requested a review of current sourcing practices and menus and consultation with Chefs to ensure local seasonal produce is sourced and available, and mealtimes determined based on Residents' preferences.
5. **Overcoming fatigue, lack of trust, and transparency from the consumer surveys. Ensure that actions are followed through to implementation by having volunteers for advocacy.**	Use volunteers to advocate for residents, simplify survey questions, and share results with residents and loved ones. Simplify CHL survey design. Feedback to be transparent with actions to residents and their families, advising them of what actions will be taken.	**Seek Further information**: The Board is very supportive of improving communications regarding survey feedback and recommends a review of how survey results and feedback are communicated with residents and their loved ones.

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6. **Create meaningful connections that fulfill social connectedness with our local communities**	Allocate resources for community outreach and social programs. Build programs that facilitate community involvement. Seek community outreach initiatives to support which focus on social programs. Establishing small-group discussions and resident-led activities. Facilitating partnerships with local organisations to increase volunteer opportunities and community involvement.	**Pilot Testing**: The Board notes that activities like Mood Mentors have been tested in a few Homes to help residents build meaningful connections both within and outside of the Home. The Board suggests that all pilot programs be assessed within six months to determine if they should continue and be expanded to other Homes.
7. **Enhancing Local Community Engagement through Volunteer Support for RAC Homes**	Engage Local Communities and Churches to host information sessions to engage potential volunteers. Offer flexible volunteering opportunities such as short-term visits. Establish a Volunteer Recruitment and Retention program, i.e., outreach to local media and social platforms.	**Adopt.** The Board is fully committed to implementing programs that foster greater community and social engagement. A Volunteer Working Group has been formed by Management to grow the volunteer base and develop meaningful opportunities for engagement.

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	Refresh the onboarding process, training, and communications collateral to support volunteer programs across Homes to make is more accessible.	
8. **Talk with individuals and volunteers to match up supports that reflect an individual's choices and preferences to improve their quality of life**	Match volunteers with residents based on personal preferences to improve satisfaction and quality of life. Utilise suitable tools such as 'What Matters' conversation guides to help identify and reflect Residents' choices and inform volunteer requirements.	**Defer**: The Board notes that this initiative aligns to and naturally follows items 6 (Create Meaningful Connections) and 7 (Enhance Community Engagement through Volunteers). The Board supports the development of a targeted approach to recruiting and matching volunteers once items 6 and 7 have been addressed.
9. **Visibility and accessibility to my own medical records and information via My Health Record.**	Improve access and resources for My Health Record, including fact sheets and better navigation tools.	**Adopt**: The Board supports distributing information and fact sheets to Residents to enhance their understanding of My Health Record and its benefits.
10. **Accelerate the rollout of My Health Record**	Address barriers for My Health Record plan. Prioritise My Health Record implementation including employee communication and training details.	**Adopt**: The Board supports the rollout of My Health Record across all Homes, in accordance with Management's plans to complete it by July 2025.

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11. **Lobby the Department of Health and Aged Care to provide more direct support to opt into My Health Record**	Advocate for more direct support from the Department of Health and Aged Care for enrolling to access My Health Record. Further suggestion to item 10- My Health Record rollout into Homes.	**Defer:** The Board does not support pursuing lobbying efforts at this time. This matter will be reconsidered once My Health Record is fully implemented and if it becomes significant to Residents.
12. **Supporting residents and their partners in care to activate their My Health Record**	Assist residents and families in activating My Health Record with clear instructions and employee support. Further suggestion to items 10 & 11 relating to My Health Record improving safety and quality of clinical care.	**Defer**: The Board does not currently support CHL taking on this activity because it is mainly the responsibility of the Department of Health, which has the necessary resources. Recently, the Government changed the access requirements for My Health Record, reducing the need for older people to activate their accounts to share information with health and aged care providers. If significant barriers prevent residents from activating their accounts, this matter will be reconsidered after My Health Record is fully implemented.