



## Older Person's Services Quality Care-Metrics

### Skin Integrity Quality Care-Metric

Skin Integrity		1	2	3	4	5	6	7	8	9	10
1	A skin care inspection has been completed on admission, transfer and prior to discharge										
2	The skin integrity care plan identifies and manages the risk factors associated with impaired skin integrity										

### Assessment and Management of Pressure Ulcers Quality Care-Metric

Assessment and Management of Pressure Ulcers		1	2	3	4	5	6	7	8	9	10
1	A full pressure ulcer risk assessment was completed on admission										
2	If a pressure ulcer is present, the grade is documented										
3	The pressure ulcer risk was re-assessed and documented in response to any changes in the individual's condition										
4	If identified at risk, the individual was commenced on S.S.K.I.N bundles for pressure ulcer prevention & management										
5	Pressure relieving devices and alternative pressure therapies are in use if indicated in the risk assessment										

### Optimizing Nutrition and Hydration Quality Care-Metric

Optimizing Nutrition and Hydration		1	2	3	4	5	6	7	8	9	10
1	The individual's risk of malnutrition has been screened on admission										
2	The individual's risk of malnutrition has been re-screened 4 monthly or more frequently if condition requires										



3	A plan of care has been developed based on the individual's risk of malnutrition										
4	The individual has access to fluids suited to their assessed needs										
5	The diet provided is varied and suited to the assessed needs of the individual										
6	The individual's oral health status has been screened on admission										
7	The individual's oral health status has been re-screened 4 monthly or more frequently if condition requires										

### Pain Assessment and Management Quality Care-Metric

Pain Assessment and Management		1	2	3	4	5	6	7	8	9	10
1	On admission pain is assessed and documented using a validated tool										
2	The individual's pain is re-assessed as required										
3	If indicated by the assessment, a pain management care plan is in use and includes pharmacological and non-pharmacological interventions										

### Medicines Prescribing Quality Care-Metric

Medicines Prescribing		1	2	3	4	5	6	7	8	9	10
1	A medicines reconciliation was completed on admission, transfer or prior to discharge										
2	A 4 monthly review of medicines has taken place										
3	The prescription is legible with correct use of abbreviations										
4	The minimum dose interval and/or 24 hour maximum dose is specified for all <i>PRN</i> medicines										
5	Discontinued medicines are crossed off, dated and signed by person with prescriptive authority										
6	The generic name is used for each medicine prescribed unless the prescriber indicates a branded medicine and states "do not substitute"										



### Medicines Administration Quality Care-Metric

Medicines Administration		1	2	3	4	5	6	7	8	9	10
1	The medicine administration record provides details of the individual's legible name and health care record number										
2	The allergy status is clearly identifiable on the front page of the medicine administration record										
3	Prescribed medicines not administered have an omission code entered and appropriate action taken										
4	There are no unsecured prescribed medicinal products in the individual's environment										
5	The frequency of medicine administration is as prescribed										

### Infection Prevention and Control Quality Care-Metric

Infection Prevention and Control		1	2	3	4	5	6	7	8	9	10
1	All invasive medical devices are managed in accordance with local policy/care bundles										
2	Infection and sepsis alert /status are recorded in the nursing record										

### Activities of Daily Living Quality Care-Metric

Activities of Daily Living		1	2	3	4	5	6	7	8	9	10
1	A full assessment of the activities of daily living has been completed on admission										
2	Activities of daily living have been re-assessed 4 monthly or more frequently if condition requires										



### Falls Risk Quality Care-Metric

Falls Risk		1	2	3	4	5	6	7	8	9	10
1	A falls risk assessment of the individual is completed within 24 hours of admission										
2	The individual is re-assessed at least every 4 months or earlier if indicated (e.g. following a change in status or a fall)										
3	A falls risk re-assessment is completed before person centred interventions are considered to minimise the risk of falls										

### Falls Prevention Quality Care-Metric

Falls Prevention		1	2	3	4	5	6	7	8	9	10
1	A care plan has been initiated for the individual if identified as medium or high risk of falls										
2	Where the individual has fallen, there is documented evidence of a post falls review										

### Continence Assessment, Promotion and Management Quality Care-Metric

Continence Assessment, Promotion and Management		1	2	3	4	5	6	7	8	9	10
1	On admission, transfer and discharge, a continence assessment is completed										
2	A continence re-assessment has been completed 4 monthly or more frequently if condition requires										
3	A continence promotion care plan is in place - if indicated in the continence assessment										



### Frailty Nursing Assessment Quality Care-Metric

<b>Frailty Nursing Assessment</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
1	A frailty assessment has been completed on admission										
2	A frailty re-assessment has been completed 4 monthly or more frequently if condition requires										

### End of Life and Palliative Care Quality Care-Metric

<b>End of Life and Palliative Care</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
1	The individual's end-of-life care preferences are identified and documented										
2	A holistic palliative care plan including spiritual needs, and symptom management is in use and updated accordingly										
3	The individual's resuscitation status is clearly documented										

### Psychological Nursing Assessment Quality Care-Metric

<b>Psychological Nursing Assessment</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
1	A psychological nursing assessment has been completed on admission										
2	A psychological nursing re-assessment has been completed 4 monthly or more frequently if condition requires										

### Responsive Behaviour Support Quality Care-Metric

<b>Responsive Behaviour Support</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
1	An assessment of responsive behaviours is completed on admission - if evidence of responsive behaviours is identified										



2	A responsive behaviours re-assessment has been completed 4 monthly or more frequently if required										
3	A responsive behaviours care plan is in place - if indicated in the assessment										
4	<i>PRN</i> psychotropic medicines are administered only following a review and employment of non-pharmaceutical interventions										
5	A record of all <i>PRN</i> psychotropic medicines administered to the individual is maintained										

### Safeguarding Vulnerable Adults Quality Care-Metric

Safeguarding Vulnerable Adults		1	2	3	4	5	6	7	8	9	10
1	Safeguarding vulnerable adults procedures are well publicised, easy to access and at an appropriate level to promote understanding										
2	Easily accessible information is available to the individual on their rights to advocacy										

### Social Assessment Quality Care-Metric

Social Assessment		1	2	3	4	5	6	7	8	9	10
1	A social assessment has been completed on admission										
2	A social re-assessment has been completed 4 monthly or more frequently if condition requires										

### Activities (Holistic) / Social Engagement Quality Care-Metric

Activities (Holistic) / Social Engagement		1	2	3	4	5	6	7	8	9	10
1	A social activity plan of the individual's interests and hobbies is completed on admission										
2	The social activity plan is re-assessed 4 monthly or more frequently if required										
3	The individual is involved in the development of their social activity plan										
4	The individual participates in the social activities identified in their plan										



### Person Centred Care Planning Quality Care-Metric

Person Centred Care Planning		1	2	3	4	5	6	7	8	9	10
1	After a comprehensive assessment, the care plan reflects person centred interventions including any record of specialist referrals										
2	The individual is involved in decision making regarding his/her care										
3	The individual is supported to care for him/herself										
4	Intimate personal care is planned in accordance with individual wishes										
5	The individual's preferences and choices are documented										

### MDA Medicines Quality Care-Metric

MDA Medicines		1	2	3	4	5	6	7	8	9	10
1	Misuse Drugs Act (MDA) medicines are checked & signed at each changeover of shift by nursing staff (member of day staff & night staff)										
2	Two signatures are entered in the MDA medicines register for each administration of an MDA medicine										
3	The MDA medicines cupboard is locked										
4	A designated nurse holds the MDA medicine keys separate from other medicine keys										

### Medicine Storage and Custody Quality Care-Metric

Medicine Storage and Custody		1	2	3	4	5	6	7	8	9	10
1	A registered nurse is in possession of the keys for medicinal product storage										



2	All medicinal products are stored in a locked cupboard/room and trolleys are locked and secured as per local policy										
3	An up-to-date medicines formulary resource is available and accessible										

### Person Experience Quality Care-Metric

Person Experience		1	2	3	4	5	6	7	8	9	10
1	Ask resident: Are your preferences and choices maintained in your person centred care plan										
2	Ask resident: Do you have enough opportunity for privacy for example when you have visitors?										
3	Ask resident: When you ring the call bell, does it get answered quickly enough?										
4	A process is in place to capture the individual's experience of the service										