

**One of the key principles of Open Disclosure is transparency.**

**Transparency** and **honest communication** are key to identifying when things go wrong.

This requires you to be forthcoming with information when you identify that things go wrong and have harmed or had the potential to cause harm.

**“ Harm may be physical, psychological or social resulting in loss of quality of life, impairment, suffering, injury, disability or death. ”**

This must be applied to relationships with all Froniditha Care stakeholders: consumers, staff members, volunteers, contractors and others.

At Froniditha Care, there are several ways in our day to day work that allow us to identify when things may have gone wrong. Some examples include:

- At the point of care delivery
- Observation (reflecting/reviewing our own practices and those of others)
- Reports from staff about near misses, hazards, incidents, accidents and critical feedback (prompting us to review processes and practices and key quality indicators)
- Direct feedback from consumers and/or their representatives and families (actively hearing their concerns)
- Internal audits (when we actively assess and review the way we do things and the outcomes for our consumers)
- Formal and Informal Internal surveys (allowing us to look at emerging themes and individual feedback)
- External audits and reviews (for example visits/assessments undertaken by the Aged Care Quality and Safety Commission)

**What we do at Froniditha Care:**

- We foster a culture where people feel supported and are encouraged to raise concerns
- Staff and consumers are encouraged to feel comfortable to speak up when something goes wrong
- Staff know what to do when something goes wrong
- Consumers and staff have confidence in management to respond and take actions appropriately

## IDENTIFY WHEN THINGS GO WRONG - SCENARIOS

Below are two case examples which illustrate Element 1 of Open Disclosure – Identify when things go wrong:

### **1** A personal support worker fails to attend a consumer's home for meal preparation

Eva\* has dementia and resides in her own home, with her daughter Chloe\*.

Personal Support staff from Fronditha Care attend daily around 12 noon to heat up and serve Eva's lunchtime meal as per the agreed care and services plan.

On one occasion, Chloe phones her mum to check in and see how the service is going. Eva advises that no one had arrived and she is feeling hungry, and was attempting to use the stove to heat up her meal.

Fronditha Care had not advised Eva or Chloe that the staff member would not be attending that day. Chloe had to leave work to attend to her mum's nutritional needs and ensure appropriate supervision around use of the stove.

Chloe is stressed having to leave work and distressed that her mother did not have her planned service that day and reports her concerns to the Services and Administration Team at Fronditha Care.

*Over the next few weeks we will work through this scenario to illustrate how Open Disclosure was applied.*

### **2** The case of personal belongings disposed of in the rubbish bin

Mr G. has made a complaint to the Manager of Residential Care after not being able to find the packed away belongings of his recently deceased Aunt Mrs.G.

The belongings had clothing that Mr.G wished to use for his aunt's funeral as well as some valuable items such as photo frames.

Mr. G was very unhappy when he was informed that the belongings were packed away into an unmarked black rubbish bag and were taken to the facility's basement, from where they were disposed of in the rubbish bin.

*Next week we will find out why and what happened next.*

*\* All names and scenarios are fictional. Any resemblance to real persons or cases is purely coincidental.*

**Resources:** [https://www.agedcarequality.gov.au/sites/default/files/media/ACQSC\\_Open\\_Disclosure.pdf](https://www.agedcarequality.gov.au/sites/default/files/media/ACQSC_Open_Disclosure.pdf)