

THE SIX 'SENSES'

We believe that 5-star care and support is shaped by the quality of the relationships and interactions between residents / clients, staff / volunteers, and families.

That's why we are committed to supporting and valuing the well-being and contribution of all those involved in the caring relationship.

The six 'Senses'* below outline what residents / clients, staff / volunteers, and families should experience in order for relationships to flourish, and 5-star care and support to be achieved. The senses guide our behaviour and approach - and will be used to evaluate outcomes and personal performance.

* Adapted from Nolan et. al 2006, 2008.

	1. A Sense of Security	2. A Sense of Continuity	3. A Sense of Belonging
For Residents / Clients	<p>Competent staff who know you well provide skilled and timely attention to your needs.</p> <p>Your rights are protected and you are able to make choices about the things that you do to the greatest extent possible.</p> <p>You feel secure that your innate worth as a human being is recognised.</p>	<p>You are surrounded by consistent staff.</p> <p>Your personal biography, values, strengths and stories are known to staff and are incorporated into the way care and support are offered, and in staff's day-to-day interactions with you.</p> <p>You are supported to maintain the important roles and relationships in your life.</p>	<p>You are supported to maintain and form new relationships and to participate within the Arcare and wider community.</p> <p>You are provided with opportunities to give love and care to others.</p> <p>There is respect for your personal space and the meaningful items within it.</p>
For Family	<p>You feel secure in the knowledge that competent care and support is being provided by staff who have formed a relationship with you and your family member.</p> <p>Your own experience of caring and loss are recognised and you are made aware of support and education opportunities.</p> <p>You are comfortable raising comments and suggestions relating to any aspect of Arcare's services and care.</p>	<p>You are offered a range of opportunities to maintain meaningful social and leisure time with your family member.</p> <p>You are able to develop trusting relationships with the same staff.</p> <p>You feel confident that care and support are in accordance with your family member's personality and life choices.</p>	<p>You are supported to maintain and strengthen the relationship with your family member.</p> <p>You are offered opportunities to build new friendships and to contribute to the life of the Arcare Community.</p> <p>You will benefit from the mutually supportive interactions with the Arcare staff.</p> <p>You will feel like you are not in this alone.</p>
For Staff / Volunteers	<p>You enjoy constructive relationships with colleagues and feel free from the threat of censure or intimidation.</p> <p>Your well-being is supported and you feel safe to be creative and flexible in your work. Management are open and approachable and are there to support you.</p> <p>You work in a challenging but supportive culture and feel that you have the skills and mentoring you need to carry out your work.</p>	<p>Your primary role at work is to build relationships with residents and families, and to view every interaction with a resident as an opportunity to bring respect, life and joy to the relationship.</p> <p>You work with a consistent team of colleagues and residents / clients.</p> <p>These values are clear to you, and are consistently supported by Arcare's systems, management, mentors and procedures.</p>	<p>You feel like you are a valued member of the Arcare team.</p> <p>You are encouraged and supported to participate and to form emotional connections with residents / clients and families.</p>

	4. A Sense of Purpose	5. A Sense of Fulfilment	6. A Sense of Significance
For Residents / Clients	<p>You are free to choose from a range of personally meaningful things to be involved in, and are supported to pursue your own dreams and goals.</p> <p>If you become anxious or upset, your behaviour is viewed as purposeful and meaningful, and it provides messages for staff to interpret so they can meet your needs, help you to feel calm, or resolve problems and dilemmas that may be a worry to you.</p>	<p>Through your own unique strengths and abilities you continue to grow through times of loss and change.</p> <p>You feel that your opinions, skills, talents and contributions are recognised and valued by others.</p> <p>You feel encouraged to make choices, and staff are flexible so that your abilities can be maximised.</p> <p>You feel like you are working towards meeting cherished goals, and that you are developing relationships with others.</p>	<p>You feel that you 'matter', and you are an important part of the lives of your family, friends, the staff at Arcare, and the wider community.</p> <p>You feel that you are a citizen with respected rights, and that you are valued as a unique, whole human being.</p>
For Family	<p>You are an authentic partner in the support of your family member through active involvement in the development and evaluation of care, social and support plans.</p> <p>You feel supported to continue to contribute to the well-being of your family member.</p>	<p>You feel that your relationship with your family member is continuing to grow.</p> <p>You feel satisfied you are able to maintain the dignity and well-being of your family member - that you have done the best you can.</p> <p>You feel like you are learning new skills and developing relationships with others.</p>	<p>The importance of your continuing relationship with your family member is recognised and supported.</p> <p>Your unique understanding of your family member forms a vital part of their ongoing care and support.</p>
For Staff / Volunteers	<p>You actively contribute to the well-being of residents / clients through involvement in day-to-day decision making, and participation in the planning and evaluation of care and support.</p> <p>You are encouraged to bring your skills and passions to work with you.</p> <p>You clearly understand Arcare's values and how they apply to you and your role.</p>	<p>You feel that you make a valuable contribution to the well-being of residents / clients and families.</p> <p>You feel satisfied that your skills and talents are used to their full, and that others recognise your contribution.</p> <p>You know that you have brought Arcare's values to life in your work, and that you are achieving personal goals.</p>	<p>Your knowledge and experience are valued and you know you are an important part of Arcare's future.</p> <p>You feel that working in aged care is valued and that your efforts really matter.</p>

To bring the six 'Senses' to life for residents / clients we have introduced **ROLES**.

All members of the Arcare Community are called upon to live the **ROLES** during each and every single interaction with a resident / client.

Your **ROLES** are:

- R**espect - imagine your person
- O**ptions - the chance to make choices
- L**east I can do - most they can do
- E**stablish identity - use their *real* name
- S**tories - listen, share, remind

It is really important to us that you experience the senses at every moment along your journey with Arcare. If at any moment you do not, please talk to us.

For Residents / Clients: Talk directly to staff, Residence, Regional or State Manager as required; complete a green Comment and Complaint form.

For Family / Visitors: Talk directly to staff, Residence, Regional or State Manager as required; complete a green Comment and Complaint form.

For Staff / Volunteers: Talk to Line, Residence, Regional or State Manager as required; fill in a Quality Improvement Request form; email the Arcare Whistle-blower at whistleblower@arcare.com.au