



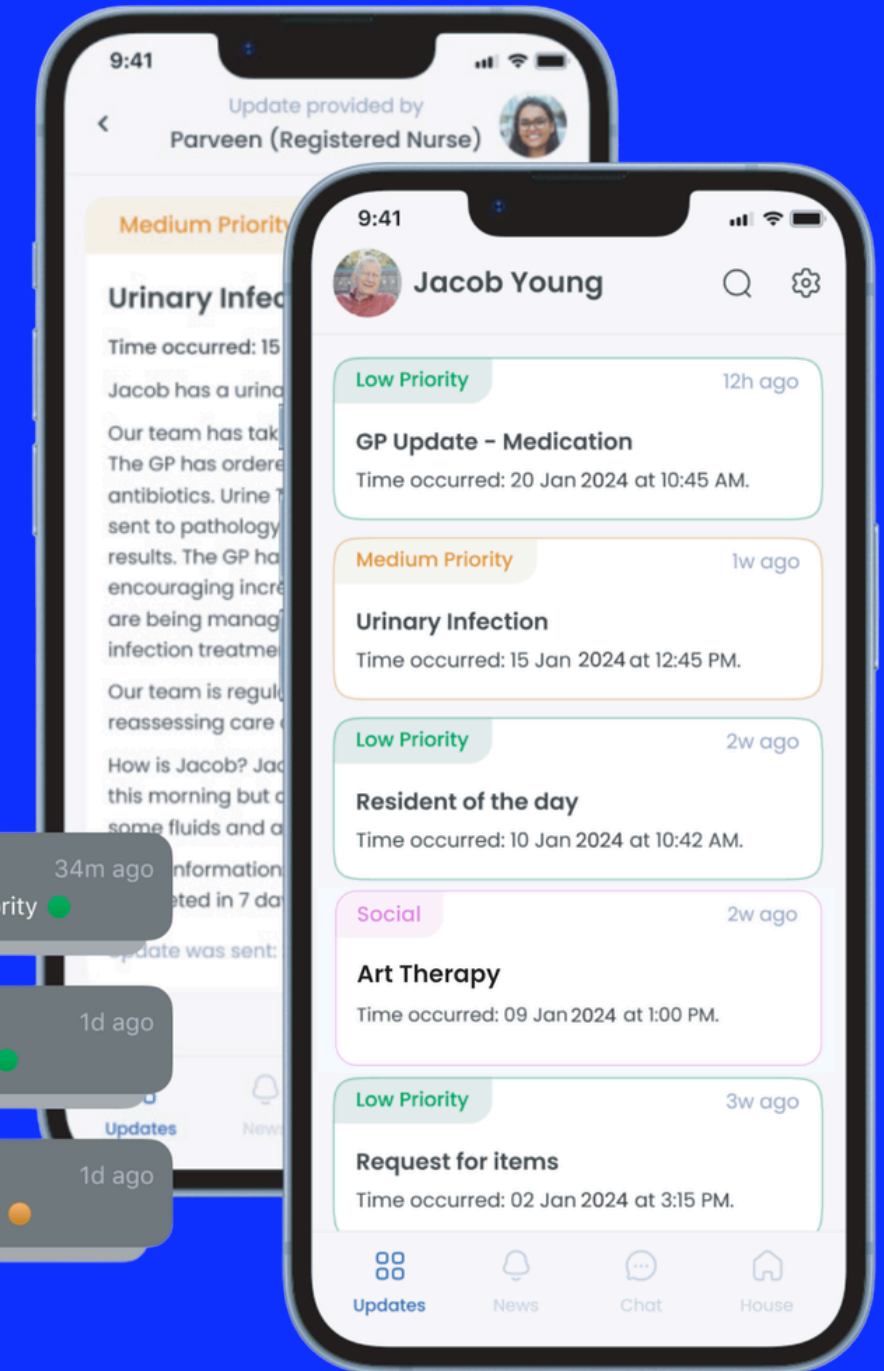
How Brenna Supports You To Meet The Strengthened Standards



New update for Jacob Young 34m ago
GP Update - Medication. Low Priority

New update for Jacob Young 1d ago
Resident of the Day. Low Priority

New update for Jacob Young 1d ago
Urinary Infection. Medium Priority





STANDARD 1: THE INDIVIDUAL

Intent of Standard 1

Standard 1 underpins the way that providers and aged care workers are expected to treat older people and is relevant to all standards.

Standard 1 reflects important concepts about dignity and respect, older person individuality and diversity, independence, choice and control, culturally safe care and dignity of risk. These are all important in fostering a sense of safety, autonomy, inclusion and quality of life for older people.

HOW BRENNA SUPPORTS YOU TO MEET STANDARD 1

Outcome 1.1: Person-centred care

Brenna provides personalised updates to families, ensuring that care information is tailored to the individual resident's needs.

Supports engagement with families, ensuring that care plans are regularly reviewed and communicated.

Outcome 1.2: Dignity, respect, and privacy

Brenna ensures dignity, respect, and privacy by providing real-time communication of incidents involving abuse, neglect, or discrimination, with transparent updates and timestamped conversations for clarity and accountability. It also supports family engagement, enabling multiple family members to securely access updates and participate in decision-making, while upholding residents' personal care preferences and confidentiality.

Outcome 1.3: Choice, independence, and quality of life

Regular updates on activities, social engagement, and changes to care can support families in respecting and promoting the resident's choices and independence

Outcome 1.4: Transparency and agreements

USING BRENNA TO MEET STANDARD 1

✓ Announcement Page

Share information on how staff at the home recognise and support residents in terms of

- Culture Safe Care
- Trauma Informed care
- Sexual Rights
- Person Centred Care
- Supported Decision Making

✓ Individual Updates

- Resident of the Day
- Change to Condition

✓ Other Update

- These are blank tailorable updates staff can create and attach pictures and documents.
- Staff can choose between the traffic light priority and the pink social priority



STANDARD 2: THE ORGANISATION

Intent of Standard 2

Standard 2 is to set out the expectations of the governing body to meet the requirements of the Quality Standards and deliver quality funded aged care services.

The governing body sets the strategic priorities for the organisation and promotes a culture of safety and quality. The governing body is also responsible for driving and monitoring improvements to funded aged care services, informed by engagement with older people, their supporters and aged care workers, and data and information on care quality.

A provider's governance systems and workforce are critical to the delivery of safe, quality, effective and person-centred care for every older person, and continuous care and services improvement. Aged care workers are empowered to do their jobs well.

HOW BRENNA SUPPORTS YOU TO MEET STANDARD 2

Outcome 2.1: Partnering with individuals

Brenna helps foster strong family engagement through clear, timely updates, supporting effective partnerships between families and care teams.

Outcome 2.2a: Quality, safety and inclusion culture

Brenna supports Outcome 2.2a by enhancing communication between staff and families, promoting transparency and continuous improvement. It reduces administrative tasks, allowing staff to focus on quality care and fostering positive family interactions.

Outcome 2.2b: Quality, safety, and inclusion culture to support individuals

Clear communication of care updates allows families to be fully informed, contributing to a supportive and inclusive care environment for residents

Outcome 2.3: Accountability, quality system, and policies and procedures

Brenna supports compliance and accountability by documenting all family communications, ensuring updates align with quality systems and procedures.

Outcome 2.4: Risk management

Once a risk is identified, Brenna enables immediate communication of updates to families and relevant parties, ensuring timely action is taken to manage the risk. The timely delivery of updates helps mitigate risks by ensuring families are well-informed about changes to the resident's condition, incidents, or care plan.

Outcome 2.5: Incident management

Incident-related updates (such as falls or medication incidents) can be quickly communicated to families, improving transparency and accountability in the incident management process.

USING BRENNA TO MEET STANDARD 2

✓ Announcement Page

Share information on how staff can recognise and support residents in terms of

- Culture Safe Care
- Organisation "spotlight" information on how you partner with residents and individuals.
- Organisation "spotlight" information on how you support positive culture to both staff and residents.
- Organisation information on cyber security and /or data collection measures, including consent requirements.
- Trauma informed care
- Dementia training
- Emergency training and drill exercises
- Aged care legislative requirements (e.g., SIRS, Code of Conduct, and Quality Standards)
- Preparation planning information
- Current situation updates

✓ Individual Updates

- Resident of the Day
- Infection
- GP Review / Medication Change
- Incident
- Changes to Condition
- Medication Incident
- Fall

HOW BRENNA SUPPORTS YOU TO MEET STANDARD 2

Outcome 2.6 Complaints and feedback management

Brenna includes a dedicated feedback section that enables staff to submit complaints or feedback easily regarding the Brenna system, ensuring transparency and prompt action in addressing concerns. Staff can choose to remain anonymous, providing a safe space for open communication. Once feedback is submitted, Brenna facilitates a swift response from the provider, ensuring timely resolution and clear communication of actions taken. This fosters a culture of openness, trust, and continuous improvement, empowering staff and reinforcing their confidence in the system.

Outcome 2.7: Information management

The integrated nature of Brenna ensures that all communications are stored securely in one place, creating an accessible and reliable information management system.

Outcome 2.8: Workforce planning

Outcome 2.9: Human resource management

Brenna supports the workforce strategy by enhancing communication, streamlining administrative tasks, and facilitating feedback and training. By integrating performance data, care updates, and training needs into one platform, Brenna aids in maintaining a skilled, compliant, and satisfied workforce, ultimately improving the quality of aged care services.

Outcome 2.10: Emergency and disaster management

Brenna provides a crucial communication platform that supports effective emergency and disaster management planning and response, ensuring safety, transparency, and clarity for both aged care staff and families.

Through real-time updates, proactive communication, and seamless coordination, Brenna helps maintain a high standard of care even in times of crisis.

USING BRENNA TO MEET STANDARD 2

✓ Other Update

These are blank tailorable updates staff can create and attach pictures and documents. Staff can choose between the traffic light priority and the pink social priority

- Copy of care plans
- Dignity of Risk Forms
- Psychotropic Medication Authority Forms
- Update responding to feedback request

✓ Integration of Clinical system

- Automated progress note generation
- Daily synchronisation of data

✓ Additional Brenna Features

- Personalised picture of staff members and role
- Real-time timestamp of each update.
- Family activating must read terms and condition to comply with consent and data sharing requirements
- Analytic reporting for Super Users to track staff engagement and identify skill gaps.
- Interactive training videos to support flexible, self-paced learning.



STANDARD 3: CARE AND SERVICES

Intent of Standard 3

Standard 3 describes the way providers must deliver funded aged care services for all types of services being delivered (noting that other standards describe requirements relevant to specific service types). Effective assessment and planning, communication and coordination relies on a strong and supported workforce as described in Standard 2 and is critical to the delivery of quality funded aged care services that meet the older person's needs, are tailored to their preferences and support them to live their best lives.

In delivering funded aged care services, providers and aged care workers must draw on all relevant standards, with particular reference to Standard 1, including to ensure care is tailored to the individual and what's important to them. Older people's supporters are recognised as having an important role in assisting or providing funded aged care services.

HOW BRENNA SUPPORTS YOU TO MEET STANDARD 3

Outcome 3.1: Assessment and planning

Brenna supports assessment and care planning by enabling staff to document and communicate changes in condition, care needs, and preferences, ensuring families are kept informed and involved in the planning process.

Outcome 3.2: Delivery of funded aged care services

Through clear and timely updates, Brenna ensures the proper delivery of funded care services, fostering communication between staff, families, and management.

Outcome 3.3: Communicating for safety and quality

Brenna ensures that care updates are clear, timely, and documented, contributing directly to safety and quality by reducing the likelihood of miscommunication or missed information.

Integrating with clinical systems helps to ensure compliance with clinical care requirements and reduces double handling of information.

Outcome 3.4: Planning and coordination of funded aged care services

Brenna supports real-time updates that enable effective coordination of care by ensuring all parties involved in a resident's care are informed simultaneously. This contributes to smooth transitions, continuous care, and active family involvement in decision-making.

USING BRENNA TO MEET STANDARD 3

✓ Announcement Page

Share organisational and/or site specific announcements regarding:

- Days your allied health and GP visit the home and coordinate care.
- Changes to Allied Health and GP services
- Lifestyle activities Calendar showcasing wellness programs, and activities
- Changes in Health, Needs, and Care Plan Adjustments
- Referrals and Interventions (e.g., Health Professional Consultations)
- Advance Care Planning and Documentation
- Approved use of equipment or aids within the home
- Changes in Health, Needs, and Care Plan Adjustments
- Referrals and Interventions (e.g., Health Professional Consultations)
- Dementia Care and Support including any special events you may hold
- Use of Restrictive Practices
- Family Preferences Regarding Care Workers
- Communication Needs for Residents with Dementia or Challenges Expressing Themselves
- New allied health or specialist details and referral processes
- Changes in organisational or site specific care processes
- Updates on Brenna usage, outcomes and impacts
- Welcome to Brenna
- Escalation hierarchy process
- Monthly Care Statement information

HOW BRENNA SUPPORTS YOU TO MEET STANDARD 3

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USING BRENNA TO MEET STANDARD 3

✓ Individual Updates

- Fall
- Infection
- GP Review / Medication Change
- Incident
- Change to Condition
- Medication Incident
- Pain
- Request for Items
- Return from Hospital
- Specialist / Allied Health Professional Appointment
- Nutritional
- Resident of the Day

✓ Other Update

These are customisable updates that allow staff to include photos and documents, ensuring clear and comprehensive communication. Staff can select the traffic light priority system or the pink social priority based on the nature of the update.

For sensitive information, the 'Other' update provides controlled recipient selection, ensuring updates are shared only with the appropriate family members. This helps maintain privacy, prevent oversharing, and stay within legislative requirements.

- Updated Care Plans
- Monthly Care Statements
- Dignity of Risk forms
- Restrictive Practice authority
- Updated Care Plans
- Hospital Discharge Summaries
- Follow up recommendation plans
- Pathology or imaging reports



STANDARD 4: THE ENVIRONMENT

Intent of Standard 4

The intent of Standard 4 is to ensure that older people receive funded aged care services in a physical environment that is safe, supportive and meets their needs.

Effective infection prevention and control measures are a core component of service delivery to protect older people, their supporters and aged care workers.

HOW BRENNA SUPPORTS YOU TO MEET STANDARD 4

Outcome 4.1a: Environment – services delivered in the individual's home

Brenna enables staff to share real-time updates with families about environmental risks, safety concerns, and necessary changes in the resident's living space, fostering collaboration and informed decision-making. It also provides timely information about the condition and maintenance of equipment, ensuring families stay informed about safety measures and the functionality of aids used in the resident's care.

Outcome 4.1b: Environment – services delivered other than in the individual's home

Brenna keeps families informed about environmental changes and improvements within the facility, including renovations, accessibility updates, and new amenities that enhance comfort and safety. Regular updates on the environment's design, safety features, and programs help ensure families feel confident in the space's ability to support their loved one's well-being and engagement.

Outcome 4.2: Infection prevention and control

Brenna helps keep families informed about infection prevention and control measures in place at the facility, including updates on PPE, infection control protocols, and immunisation status. It ensures transparency and real-time communication during high-risk periods, providing families with clear, timely information to reduce concerns and enhance safety.

USING BRENNA TO MEET STANDARD 4

✓ **Announcement Page**

- Share updates on antimicrobial stewardship initiatives, changes in infection control policies, or educational resources for families.
- Rapid dissemination of information related to facility-wide outbreaks, precautionary measures, and visiting restrictions

✓ **Individual Updates**

- Infection
- GP Review / Medication Change
- Incident
- Changes to Condition
- Resident of the Day
- Specialist / Allied Health Professional Appointment

✓ **Other Update**

- These are customisable updates that allow staff to include photos and documents, ensuring clear and comprehensive communication.
- Staff can select the traffic light priority system or the pink social priority based on the nature of the update.



STANDARD 5: CLINICAL CARE

Intent of Standard 5

The Clinical Care Standard describes the responsibilities of providers to deliver safe and quality clinical care services to older people. The governing body has overall responsibility to ensure a clinical governance framework is implemented and to monitor its effectiveness in supporting aged care workers to deliver quality clinical care services. Providers operationalise the clinical governance framework and report on its performance.

Many older people who require clinical care services have multiple chronic comorbidities and complex care needs. These people may be experiencing sickness, frailty, disability, cognitive impairment or be nearing the end of their life. Access to a range of health professionals is crucial to address these complex needs. Quality clinical care services can optimise an older person's quality of life, reablement and maintenance of function. Improved health and wellbeing supports continued participation in activities that are enjoyable and give life meaning.

At all times, clinical care services provided should be person-centred, inclusive, safe, effective and coordinated. It should be planned and delivered in partnership with the older person, involving their supporters and others in line with the older person's needs and preferences. Delivering safe, quality clinical care services requires a multidisciplinary approach with a skilled workforce with clear accountabilities that are supported to deliver contemporary, evidence-based care. Allied health professionals have distinct roles in reablement and maintenance of an older person's functional capabilities.

Effective implementation of Standard 5 is reliant on the systems and processes from Standards 1–7. Standard 5 does not seek to replicate the base expectation of understanding the person in Standard 1 or the base planning, assessment and delivery expectation of Standard 3. For example, implementation of processes for advance care planning in action 3.1.6 is critical to quality clinical care, including at the end of life (action 5.7.2). These systems and processes establish a baseline expectation which supports the delivery of person-centred and safe clinical care services, ensuring that risks of harm to older people from clinical care services are minimised and support continuous quality improvement.

HOW BRENNA SUPPORTS YOU TO MEET STANDARD 5

Outcome 5.1: Clinical governance

Brenna supports clinical governance by ensuring that family communications are clear, accurate, and documented, which helps meet clinical care requirements.

Outcome 5.2: Preventing and controlling infections in delivering clinical care services

Brenna supports infection prevention and control by enabling staff to share individual updates on infections, GP reviews, and medication changes, keeping families informed and promoting transparency in treatment plans. Communication of infection control initiatives, policy changes, and outbreak alerts, ensuring families receive timely, accurate information while reducing unnecessary visits.

Outcome 5.3: Safe and quality use of medicines

Brenna enhances the safe and quality use of medicines by providing real-time updates to families on medication changes, reviews, and adjustments. Through individual updates and the Announcements Page, families are informed about new prescriptions, PRN medication use, adverse reactions, and medication safety protocols, ensuring transparency and reducing unnecessary calls while supporting informed care discussions.

USING BRENNA TO MEET STANDARD 5

✓ Announcement Page

- Share strategic updates, policy changes, and quality improvement initiatives
- share updates on antimicrobial stewardship initiatives, changes in infection control policies, or educational resources for families.
- Rapid dissemination of information related to facility-wide outbreaks, precautionary measures, and visiting restrictions

Share updates on share medication safety processes

- medication safety and information documentation
- changes in pharmacy arrangements
- Medication announcements, such as stock levels, alternative medications, closures.
- Rapid dissemination of information where you can highlight any significant changes, such as updates on dementia-friendly activities, environmental modifications, or any broader changes related to cognitive care strategies.
- Inform families about upcoming changes in care routines, staff roles, or other initiatives that could affect the care of residents with cognitive decline or dementia.
- Share information on process and access to after-hours or urgent clinical care services.

Rapid dissemination of information where you can share general updates on comfort measures, symptom management, and palliative care planning, ensuring families stay informed on significant changes in care.

- Inform families about Advance Care Planning Processes
- Inform of generalised palliative / end of life information.
- Information regarding information nights available on palliative and end of life care.

HOW BRENNA SUPPORTS YOU TO MEET STANDARD 5

Outcome 5.4: Comprehensive care

Brenna supports comprehensive care by providing families with timely updates on health status, care goals, and clinical decisions. Through regular notifications on GP reviews, specialist appointments, changes in conditions, and care plan adjustments, Brenna ensures families are engaged in care planning and informed about medical assessments, clinical risks, and ongoing interventions, fostering seamless coordination and peace of mind.

Outcome 5.5: Safety of clinical care services

Brenna is designed to ensure the accurate and timely communication of critical information regarding changes in a resident's clinical status, helping to maintain safety and uphold the quality of clinical care services.

Outcome 5.6: Cognitive impairment

Regular updates on residents with cognitive impairments, including social engagement and changes in condition, can be communicated to families for better care coordination.

Outcome 5.7: Palliative care and end-of-life care

Brenna provides compassionate, timely updates to families on end-of-life care, ensuring they are fully informed about comfort measures, symptom management, and care adjustments, while also facilitating ongoing discussions about preferences and advance care planning. Through clear communication, Brenna helps families feel supported and involved in their loved one's final journey, while assisting aged care teams in communicating person-centred palliative care in line with the Aged Care Standards.

USING BRENNA TO MEET STANDARD 5

✓ Individual Updates

- Fall
- Infection
- Nutritional
- GP Review / Medication Change
- Incident
- Changes to Condition
- Medication Incident
- Pain
- Request for Items
- Resident of the Day
- Specialist / Allied Health Professional Appointment
- Return from Hospital

✓ Other Update

These are blank tailorable updates staff can create and attach pictures and documents. Staff can choose between the traffic light priority and the pink social priority. Examples of updates can be created are:

Psychotropic medication authority documentation

- Dignity of Risk forms
- Copy of care plans
- Tailored daily general condition updates

✓ Integration of Clinical system

- Automated progress note generation
- Daily synchronisation of data



STANDARD 6: FOOD AND NUTRITION

Intent of Standard 6

Access to nutritionally adequate food is a fundamental human right. Food, drink and the dining experience can have a huge impact on a person's quality of life. As people age, they may lose their appetite or experience conditions that impact on their ability to eat and drink. As such, it is particularly important that providers engage with older people about what and how they like to eat and drink, deliver choice and meals that are full of flavour, appetising and nutritious (including for older people with texture modified diets), and support older people to consume as much as they want and exercise dignity of risk.

In many cultures, food also plays a large role in fostering feelings of inclusion and belonging. The experience of sharing food and drink with other older people and their supporters is important for many older people.

Providers must draw on Standard 3 in delivering food services to ensure this is informed by robust assessment and planning and funded aged care services are delivered in line with the needs, goals and preferences of older people. It is also critical for providers to monitor older people for malnutrition and dehydration and respond appropriately where concerns are identified – this is addressed as part of Standard 5.

Standard 6 is intended to apply only to residential care homes.

HOW BRENNA SUPPORTS YOU TO MEET STANDARD 6

USING BRENNA TO MEET STANDARD 6

Outcome 6.1: Partnering with individuals on food and drinks

Brenna supports Standard 6 by keeping families informed on meal preferences, dietary changes, and nutritional needs, while enabling staff to monitor and improve food services in real time for better health outcomes.

Outcome 6.2: Assessment of nutritional needs and preferences

Brenna supports Standard 6.2 by enabling staff to assess and regularly communicate updates on residents' nutrition, hydration, and dining preferences, ensuring individual needs—such as dietary requirements, meal timing, and dining experiences—are considered and communicated with families for a personalised approach to care.

Outcome 6.3: Provision of food and drinks

Brenna keeps families informed about their loved one's menu preferences, dietary needs, and any changes to the meal plan, ensuring nutritional requirements are met. It also facilitates communication between care staff, chefs, and dietitians, offering transparency around meal variety, special dietary adjustments, and annual reviews, while respecting individual preferences for when, where, and how meals are served.

Outcome 6.4: Dining experience

Brenna helps keep families informed about their loved one's dining needs, including staffing support, meal preferences, and assistance with eating. It also enables communication about reablement progress, special dining events, and family-involved meals, fostering social engagement and well-being.

✓ Announcement Page

- Sharing of general food and drink information.
- Dining experience events
- Information requesting feedback on current and upcoming menus
- Showcasing menu choices
- Food Focus and other appropriate food & catering meetings held within the home or AD-HOC.
- Feedback requests of satisfaction of food and dining experiences
- New guidelines for food safety standards being implemented within home or as per legislative requirements

Sharing of information pertaining to:

- Accredited Practising Dietitian Visits
- Input overview from Chef, Cooks and Accredited Practising Dietitian
- Visiting dietician review

✓ Individual Updates

- Nutritional
- Change to condition (appetite / nutrition)
- Nutritional
- Resident of the day
- Change to condition - change to appetite / nutrition
- Specialist / Allied Health Professional Appointment
- Return from Hospital

✓ Other Update

- Attach Pictures and Documents to Updates
- Use traffic light priority
- Tailored Titles of Updates



STANDARD 7: THE RESIDENTIAL COMMUNITY

Intent of Standard 7

When people move into a residential care home, the residential community becomes a central feature of their lives. It is critical that older people feel safe and at home in the residential community, have opportunities to do things that are meaningful to them and are supported to maintain connections with people important to them. Meaningful activities can include participating in hobbies or community groups, seeing friends and family or activities that contribute to the residential community such as gardening, cooking and setting tables.

A residential community can involve diverse members from different cultures and backgrounds. It is important that each older person's culture is respected, and their diversity valued so they feel included, safe and at home in the service.

Given the scope of responsibility in residential care, providers also have increased requirements to ensure that older people have access to other services and to coordinate a planned transition to or from the service to maximise continuity of care for older people.

Standard 7 is intended to apply only to residential care homes.

HOW BRENNA SUPPORTS YOU TO MEET STANDARD 7

Outcome 7.1: Daily living

Social updates and information about activities can be shared with families, ensuring they are kept informed about their loved one's daily life and well-being.

Outcome 7.2: Transitions

Brenna keeps families informed during transitions, such as hospital stays or care setting changes, ensuring clarity and reassurance. Updates document key details, reducing miscommunication and enhancing coordination. Announcements can share general transition information and support services.



USING BRENNA TO MEET STANDARD 7

✓ Announcement Page

- Lifestyle Calendars
- Meeting Minutes
- Upcoming Events within the home
- NMQIP Survey Links
- ACQSC advising of visits / Unannounced visits
- Sharing of general transition information and support services.

✓ Individual Updates

- Resident of the day
- Request for Items
- Return from Hospital
- Specialist / Allied Health Professional Appointment

✓ Other Update

- Using pink social priority
- Attach Pictures and Documents to Updates
- Use traffic light priority

brenna



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