

# Implementing rights-based practice in residential aged care

Catherine Joyce  
Research & Innovation Manager



benetas

August 2018

# A rights based approach

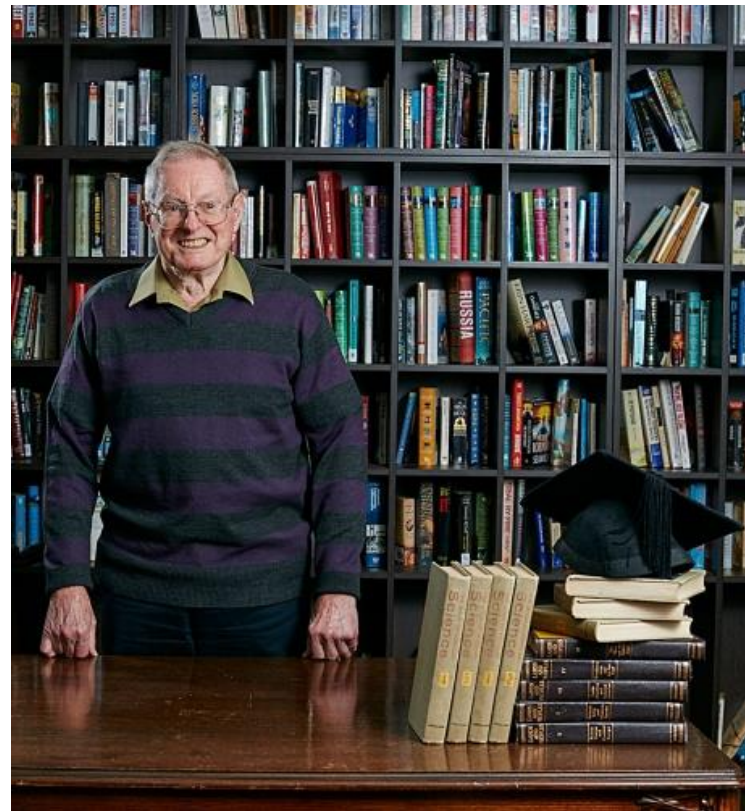
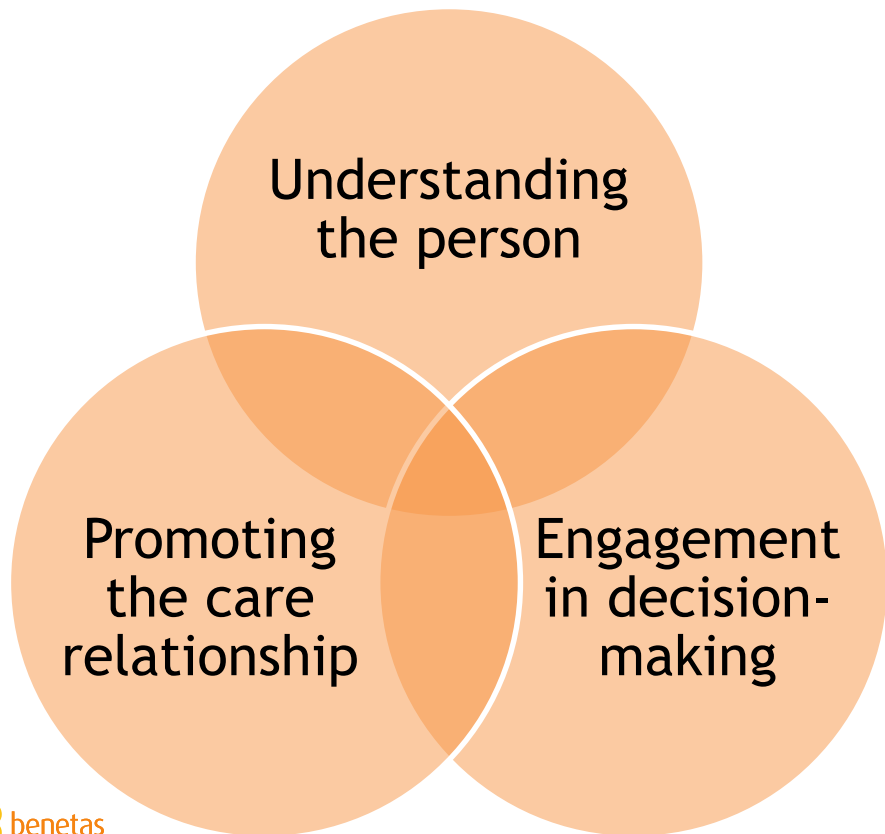


Respect, protect, and promote human rights

Prioritises

- active decision-making
- informed choice
- individual values & preferences
- person-centred practice

# Person-centred care



# Person-centred care

## Rights-based

Your  
entitlements

*Collaborative  
partnership*

## Needs-based

Your  
needs

*Doctor  
knows best*

## Charity-based

Your  
problems

*Noblesse  
oblige*



I am treated with dignity and respect, and can maintain my identity.

I can make informed choices about my care and services, and live the life I choose.

*Aged Care Quality Standards*

*Standard 1: Consumer dignity and choice - Consumer outcome* 5

<https://agedcare.health.gov.au/quality/single-set-of-aged-care-quality-standards>

# The role of families

<p>Substitute decision-making</p> <p><i>I decide on your behalf</i></p>	<p>Supported decision-making</p> <p><i>“Not knowing where I am doesn't mean I don't know what I like”</i></p>
<p>Best interests</p> <p><i>Your best interests</i></p>	<p>Substituted judgement</p> <p><i>What you want (would have wanted)</i></p>

1.1 Each consumer is treated with dignity and respect, and their identity, culture and diversity is valued.

1.2 Each consumer is able to (and supported to as needed) exercise choice and independence, including to:

- a. make decisions about their own care and the way that care and services are delivered
- b. make decisions about when family, friends, carers or others should be involved in their care
- c. communicate their decisions
- d. make connections with others and maintain relationships of choice, including intimate relationships.

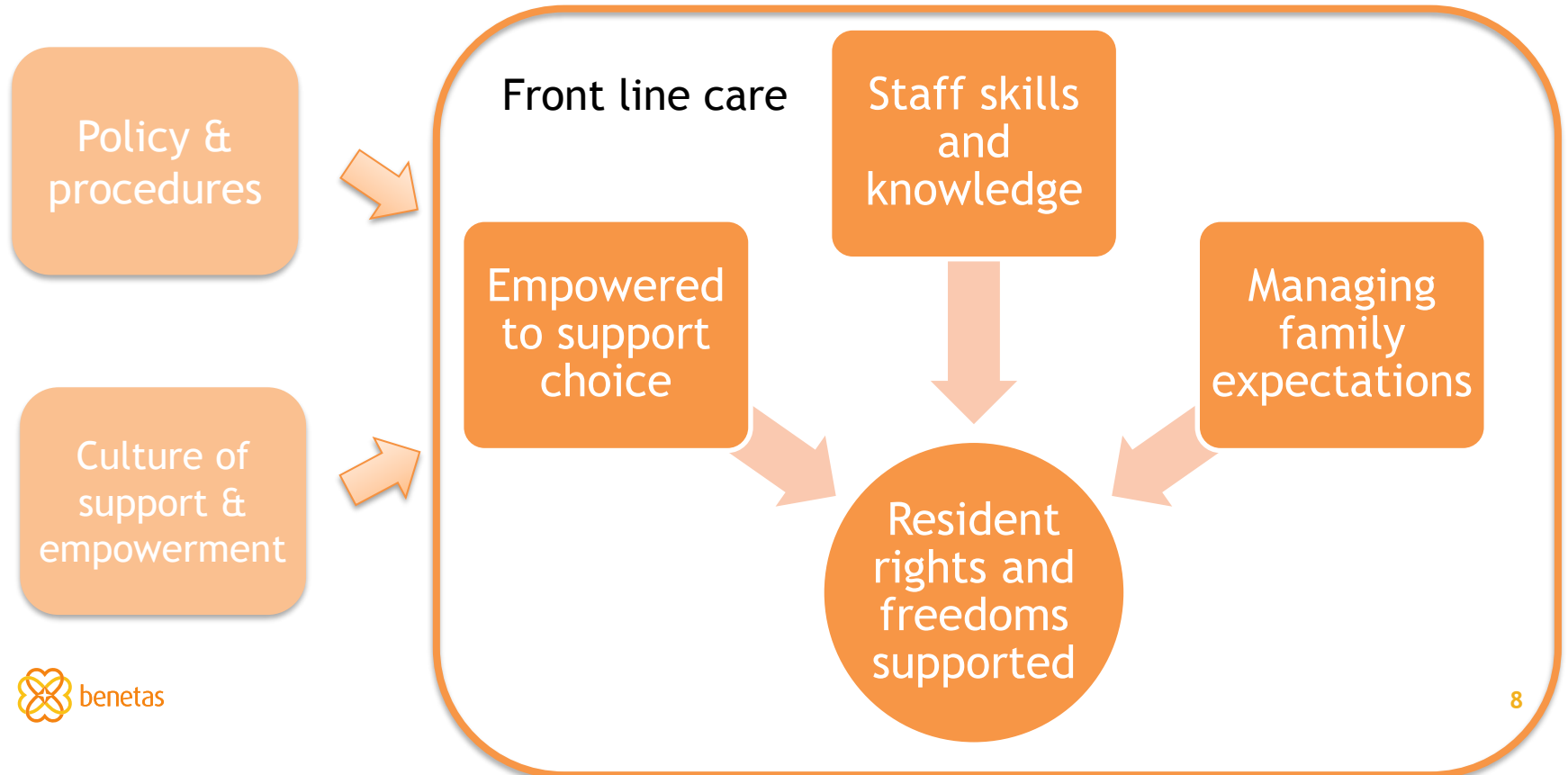
1.3 Where a consumer's choice involves risk to their health and/or safety, they are informed about the risks, the potential consequences to themselves and others, and how risk can be managed to assist the consumers to live the life they choose.



*Aged Care Quality Standard 1 - Organisational requirements*

<https://agedcare.health.gov.au/quality/single-set-of-aged-care-quality-standards>

# Supporting a rights-based approach





# Front line staff skills and knowledge

## Puzzle approach

- Focus on caring interaction
- Problem-solving approach



## Misattention

- “Box-ticking”
- Letter of the regulation rather than the spirit



