



Delivering a Healthy WA

Licensing Standards and Review Unit

Licensing Standards for the Arrangements for Management,
Staffing and Equipment

Private Psychiatric Hostels



Healthy Workforce • Healthy Hospitals • Healthy Partnerships • Healthy Communities • Healthy Resources • Healthy Leadership

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Application - Private Pyschiatric Hostels

Licensing Private Hospitals is regulated by the *Hospitals and Health Services Act 1927* (the Act). The Act makes provisions for the granting of licences by the Chief Executive Officer, Director General of Health of Health. The Director General must be satisfied about certain matters before a licence is granted or renewed. One such matter is that the arrangements for management, staffing and equipment are satisfactory.

The final Report of the Review of the Licensing of Private Sector Health Care Facilities in Western Australia in 1999 recognised the lack of standards for licensed private health facilities. The Review Report recommended that a Standards Reference Committee be established to oversee the development of the standards.

The Private Psychiatric Hostel Standards Reference Committee oversaw the development of standards for private psychiatric hostels. Membership included delegates from licensed psychiatric hostels, Community Advisory Group of Mental Health, Private Psychiatric Hostels Association, WAAMH Accommodation Committee, Council of Official Visitors, General Practice Division of WA, Mental Health Division, Office of the Chief Psychiatrist and the Licensing Standards and Review Unit.

Over the course of two years the Committee worked consistently to develop standards that met legislative requirements and relevant Australian Guidelines. Minimum standards for licensed facilities defined as a Private Psychiatric Hostels were developed and finalised in 2003.

The standards have been used in annual inspections in private psychiatric hostels since 2004. They were reviewed in 2006 and these revised standards are applicable from 1 January 2007.

The application of these Standards is determined by the Statement of Function of the licensed facility.

The *Hospitals and Health Service Act 1927* defines Private Psychiatric Hostels as “a private premises in which 3 or more persons who -

- (a) are socially dependent because of mental illness; and
- (b) are not members of the family of the proprietor of the premises, reside and are treated or cared for”.

The Act defines “mental illness” as having the same meaning as in the *Mental Health Act 1996*.

Hospitals (Licensing and Conduct of Private Psychiatric Hostels) Regulations 1997 provide legislative regulations derived from the *Hospitals Health Services Act 1927* and with which licence holders of private psychiatric hostels must comply.

Glossary of Terms

“Approved Supervisor”	a person approved under the Hospitals (Licensing and Conduct of Private Psychiatric Hostels) Regulations 1997, Regulation 7.
“Authorised person”	a person who is authorised in legislation or regulation as having the right to inspect, visit or otherwise access facilities, records or information in the course of their duties.
“Critical systems”	any emergency system, equipment, electrical service, instrument, device or thing that is required to protect the safety of a person undergoing a medical procedure or in medical care.
“Egress”	a safe means of escape in the event of an emergency (usually fire).
“Facility”	the physical aspects of the development, including the buildings.
“Financial officer”	A person employed by the licence holder to undertake the financial or booking activities associated with the facility.
“Guidelines”	a set of requirements and recommendations, which describes a minimum level of facility provision.
“Minimum”	the least level of provision which is considered safe for a given function. Anything below is considered unsatisfactory.
“Over the counter medication”	Medication that can be purchased without the need for doctor’s prescription, for the treatment of minor ailments.
“P.R.N.”	abbreviation for Latin <i>pro re na’ta</i> according as circumstances may require.
“Staff”	any person who is engaged by the licence holder to perform tasks in the hostel. This includes formal employees of the hostel and people who are engaged by the licence holder on a voluntary basis.
“Residency agreement”	A written formal agreement between the licence holder and resident of the hostel outlining accommodation charges, services provided and rights and responsibilities.

Standard one Governance

Standard Private Psychiatric Hostel licence holders ensure that they meet all requirements of the Acts and Regulations pertaining to their facilities.

Minimum Criteria

- 1.1 The function of the facility has been defined in a statement that is accessible to all staff, residents and visitors.
- 1.2 Processes are in place to ensure that all approved supervisors maintain the requirements of their certification.
- 1.3 Written and dated job descriptions are available and provided to all staff. Lines of authority and responsibility are clearly set out in job descriptions.
- 1.4 Policies and procedures are developed, reviewed and updated every four years. These must be readily accessible to all staff.
- 1.5 A register of resident information is maintained and kept on the premises at all times (see Standard 3).
- 1.6 Occupational safety and health programs and practices comply with the current legislative requirements.
- 1.7 There is a documented complaint and grievance management process in place and accessible for all residents, staff and visitors.
- 1.8 There is a documented process in place for reporting and monitoring incidents.
- 1.9 There is ongoing education and training programs for staff, which are service specific and meet staff/resident needs.
- 1.10 There is evidence that standard infection control precautions are practised, and documented policies and procedures support this.

Standard two Staffing

Standard Private Psychiatric Hostels operate with staffing levels that ensure residents' safety and wellbeing and contribute positively to residents' quality of life.

Minimum Criteria

- 2.1 The licence holder ensures sufficient numbers of supervisory and support staff are employed to meet individual resident needs.
- 2.2 The licence holder ensures all staff are competent to undertake the duties outlined by relevant job descriptions.
- 2.3 There is an approved supervisor on-duty and on-site at all times.
- 2.4 There are suitable arrangements in place for back up of staff in the event of unusual or unexpected events.
- 2.5 Approved Supervisors demonstrate good written and verbal English language skills.
- 2.6 The licence holder ensures that any person on a community service order working at the hostel has not been convicted of an 'Offence Against the Person' (Crimes Regulations 1990, Schedule 4 Item 17).

Standard three Information Management

Standard Registers of information are accurately maintained to ensure privacy and confidentiality, and meet legislative requirements.

Minimum Criteria

- 3.1 The hostel maintains a register of resident information, which is kept at the hostel. This remains confidential with access limited to licence holders, approved supervisors and other authorised persons.
- 3.2 (a) The licence holder ensures that a record of day-to-day behaviour, personal presentation and social development is kept and maintained at the hostel. All entries are signed and dated. All unusual incidents pertaining to residents and the facility are recorded.
(b) Any undue absences by residents are noted and acted upon.
- 3.3 A record of contact with general practitioners and mental health services is maintained.
- 3.4 Licence holders must maintain documentation that indicates compliance with the legislation and regulations.
- 3.5 All documentation including, but not limited to, residents records, medication charts and the like, are signed and dated by the person making the entry, and a register of signatures is maintained.
- 3.6 All registers of information pertaining to residents and staff are stored securely and in a manner that maintains confidentiality and protection against unauthorised persons gaining access.
- 3.7 Residents' information must not be released to others without the residents' or their official guardians' written permission, unless authorised by legislation. The residents' or guardians' consent must be documented on a standard "Release of Information" form.
- 3.8 Resident related records must be disposed of in a manner that ensures that the confidentiality of the information contained on the record is maintained.
- 3.9 Residents have the right to access information held about them by the licence holder.

Standard four Finance

Standard Licence holders ensure that there is a clear and transparent process for the management of the finances of those residents whose finances they administer.

Minimum Criteria

- 4.1 Individual residents must have their monies deposited directly into a personal account, or an account that is separate from the licence holder's business account. The financial records demonstrate this separation.
- 4.2 A financial records and ledger system, which can be paper or computer based, is maintained. A paper copy, current and historical, must be available for inspection by authorised persons at all times.
- 4.3 The allocation and distribution of goods to residents is recorded and signed for by the resident. All invoices and bank statements must be available.
- 4.4 There is a reconciliation of all financial transactions, which is undertaken on a three (3) monthly basis.
- 4.5 All financial transactions are recorded and signed for at the time they occur.
- 4.6 Cash held on behalf of residents is stored in a secure and safe place. It is only accessible by approved supervisors, financial officers or the licence holder at the request of the resident or their legal guardian or administrator.
- 4.7 The licence holder can demonstrate that each resident receives, for their own use, a minimum of 12.5% of the basic pension they receive.
- 4.8 Access to residents' financial records is limited to the resident concerned, their legal guardian or administrator, the licence holder, approved supervisors or, where appropriate, a financial officer.
- 4.9 The licence holder develops 'Residency Agreements' and enters into such an agreement with each resident or their legal guardian.
- 4.10 Clothing and toiletries provided to residents take into account the residents' choice and needs.
- 4.11 All financial documents are retained in a safe and secure place on the premises for a period of 6 years.

Standard five **Arrangements for the Provision
of Resident Services**

Standard The arrangements for residents’ services are clearly documented.

Minimum Criteria

- 5.1 The resident is informed of the services being provided by the licence holder.
- 5.2 The licence holder ensures that staff are aware of services available for people who have physical and sensory disabilities.
- 5.3 The licence holder ensures that residents who do not have English as a first language have access to appropriate interpreting services.
- 5.4 Residents’ rights, dignity, confidentiality and privacy are maintained.

Standard six **Facility Function and use of Space**

Standard The Private Psychiatric Hostel is functional and safe, meeting the needs of residents as well as community standards.

Minimum Criteria

- 6.1 There is adequate space for the set-down and pick-up of residents in close proximity to the main entrance.
- 6.2 Communal areas of the hostel have adequate heating and cooling systems, which are maintained in accordance with safety and hazard requirements.
- 6.3 There is sufficient and appropriate secure storage space for residents in the facility. Residents can have access to their own storage space that can be locked.
- 6.4 The facility has adequate lighting for the residents’ needs and safety.
- 6.5 Each resident can have access to individual bedside lighting if required.
- 6.6 Each resident has a wardrobe or cupboard space that is suitably located, and which is easily accessible.
- 6.7 Where animals are kept at a hostel, they are managed appropriately, and do not constitute a nuisance towards residents or pose a health risk.
- 6.8 There are sufficient bathrooms and toilets to meet residents’ needs, and which are designated as to gender use.
- 6.9 Passage ways, stairways and communal areas are kept free of clutter.
- 6.10 Chemicals and other hazardous materials are kept in a locked store.

Standard sevenEquipment and Infrastructure

Standard The facility equipment and infrastructure are appropriately maintained to ensure comfort and safety for all residents and staff.

Minimum Criteria

- 7.1 The environment within the facility is clean and safe for residents, visitors and staff. Cleaning schedules are displayed and are maintained and updated as a component of a cleaning program.
- 7.2 Day room facilities provide adequate seating for all residents and allow for arrangements to suit individual needs.
- 7.3 There is an outdoor area suitable for all residents' leisure and exercise.
- 7.4 There is a designated smoking area. However, if the smoking area is fully enclosed, it has a mechanically ventilated system.
- 7.5 The dining room has adequate space to seat and accommodate residents during meal times. Seating is comfortable and can be arranged to meet residents' requirements.
- 7.6 There is a private room that can be accessed by residents for confidential appointments.
- 7.7 Equipment is clean and maintained in a safe working condition.
- 7.8 A program for routine and preventative maintenance is documented and implemented (as per Standard 12.2).
- 7.9 Equipment is stored safely and is appropriately located in relation to residents' areas.
- 7.10 Furniture and other equipment reflect individual residents' needs.
- 7.11 Waste management processes comply with regulations for the disposal of general waste and sharp objects.

Standard eight Medications

Standard The hostel provides assistance to residents to manage their medication in a manner that accommodates individual needs whilst maintaining safe practice.

Minimum Criteria

- 8.1 The licence holder maintains a written record of each resident's medication regime and the medication administered, including the signature of the person undertaking the medication administration.
- 8.2 Residents' medication regimes are regularly reviewed by the medical practitioner/s, and where possible, by a pharmacist.
- 8.3 Only Approved Supervisors administer medication.
- 8.4 The licence holder ensures that medication storage is secure and according to the manufacturer's instructions.
- 8.5 Residents identified as able to manage their own medication are provided with a secure, locked cupboard for storage. A key is provided to the resident and to approved supervisors.
- 8.6 Medications are regularly checked for expiry dates and stock control procedures are maintained. Medications are properly disposed of when out of date or when no longer required.
- 8.7 Medication is administered as prescribed and in a manner consistent with the medication regime and from the resident's individually dispensed supply. It may not be given to any other resident.
- 8.8 Changes to a resident's medication, including cessation, must be received in writing. Where this is verbal advice, it must be written down at the time and confirmed in writing by the medical practitioner within 72 hours.
- 8.9 Medication discrepancies between the medication record and the dispensed medication must be clarified with the medical practitioner and/or pharmacist at the earliest opportunity.
- 8.10 Medication is administered directly to the resident from the packaging issued by the pharmacist.
- 8.11 The reason for, and the effect of, giving 'once only' or 'p.r.n.' (as required) medication is clearly documented. Increased levels of use are reported to the resident's medical practitioner.
- 8.12 Where known, non-prescribed "over-the-counter" medication is administered; it must be used according to the manufacturer's instructions and reviewed by a medical practitioner.

- 8.13 Residents are requested to inform staff when they are taking non-prescribed, “over-the-counter” medication, and where possible it is included in the medication management plan.
- 8.14 All medication incidents are reported to the resident’s medical officer/case manager in a time frame appropriate to the incident. All such incidents are clearly documented.
- 8.15 The licence holder ensures that their medication policy and associated procedures are clearly documented and available to staff. Policies and procedures must reflect the standard.

Standard nine Food Safety

Standard Residents are provided with a nutritious diet that meets their individual needs, whilst meeting Food Standards Code.

Minimum Criteria

- 9.1 The licence holder ensures the variety and quantity of food and drinks served to residents meets their nutritional needs.
- 9.2 The diet provided to residents’ meets the National Health and Medical Research Council “Dietary Guidelines for Australians” and the “Australian Guide to Healthy Eating” (as amended from time to time).
- 9.3 A four-week menu is developed reflecting the above requirements, which is posted and accessible to residents.
- 9.4 Recipes are available for all meal components and include all ingredients and portion sizes.
- 9.5 Cultural/religious and therapeutic needs of each resident, as well as food preferences are taken into account in menu planning and meal provision.
- 9.6 Meals are served at reasonable times and within the times specified in the regulations. Residents are able to make individual arrangements for meals to be served outside of those times.
- 9.7 Changes in nutrition, hydration and the health status of a resident are reported to the resident’s medical practitioner.
- 9.8 All foodstuffs are stored, handled, prepared and served in a hygienic manner using all precautions to maintain food safety.
- 9.9 Where residents are involved in kitchen duties their presence does not deviate from the Foodsafe guidelines.

Standard ten Laundry

Standard The provision of laundry services is in accordance with relevant regulations and meets residents' needs.

Minimum Criteria

- 10.1 There is provision for separate clean and dirty areas. The storage and handling of clean and dirty linen meets the relevant sections of the Australian Standard 4146 (as amended from time to time).
- 10.2 The licence holder ensures there is a sufficient supply of linen available to meet residents' and facility requirements.
- 10.3 Where laundry services are out-sourced, an agreement must be supplied. The agreement must specify quality requirements, the process of review of deliverables and compliance with current Australian Standard AS 4146.
- 10.4 There is a documented cleaning program for the laundry.
- 10.5 There are specific processes in place for the treatment of linen that has been soiled by bodily fluids, including urine, blood and faecal matter.
- 10.6 The licence holder ensures that laundry policies and procedures are documented and available to relevant staff.
- 10.7 There is a process for the cleaning, exhausting and collection of lint within laundry areas.



Standard eleven Fire and Security

Standard The risk of fire is reduced and residents' and staff safety is maximised the in the event of a fire.

Minimum Criteria

- 11.1 Written procedures exist for staff responses in the event of emergencies, such as fire, evacuation of the building, cardiac/respiratory arrest, hold-up, etc.
- 11.2 Fire hydrants and fire exit doors are marked. All fire exits are accessible and allow easy egress.
- 11.3 A generator or battery operates fire exit markers.
- 11.4 The licence holder ensures that the fire detection and alarm system installed are permanently connected to the fire service and they are regularly maintained.
- 11.5 The licence holder ensures the hostel is equipped with all necessary fire fighting equipment and has a program in place to ensure that all equipment is properly maintained.
- 11.6 The licence holder ensures that there is a fire order and evacuation program known to all staff and residents. Policy and procedures are clearly documented and in place to ensure effective evacuation of residents in the case of fire.
- 11.7 A floor plan of the facility is permanently displayed at exit points and shows fire exits and evacuation routes. Emergency numbers are clearly displayed next to the staff telephones.
- 11.8 The licence holder ensures that fire evacuation is practised regularly and includes all staff and residents. The evacuation drill is documented.
- 11.9 Written maintenance service agreements regarding fire-fighting equipment, detection and alarm systems, emergency lighting and exit signs are in place and are monitored regularly by a professional contractor.
- 11.10 The licence holder ensures that fire risks within the hostel are effectively managed. Specific policies and procedures regarding smoking are in place.
- 11.11 Housekeeping practices minimise the amount of flammable materials present in the building. All chemicals, gases and potentially dangerous goods are stored appropriately and protected. This should not be beneath stairs.
- 11.12 Security measures are in place to ensure all reasonable steps are taken to ensure that unauthorised persons do not access the facility or interfere with the operation of the facility to the detriment of residents, visitors and staff.

Standard twelve Facility Maintenance

Standard The facility, plant and equipment are appropriately maintained and there is verified documentation to support this.

Minimum Criteria

- 12.1 A maintenance program of the physical facility and furnishings is developed and maintained, with documented records of maintenance work.
- 12.2 Written service agreements are developed to ensure that routine and preventative maintenance is carried out with regard to the plant and equipment. Documented service histories are maintained.

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