

Anchor Excellence



Anchor Assure Program

The Anchor Assure Home Review Program provides a comprehensive review of your organisation's internal systems and processes to ensure that they are in line with your Approved Provider responsibilities.

The program identifies potential compliance issues and provides your organisation with key recommendations and opportunities for improvements. AnchorAssure provides peace of mind that your services are compliant whilst delivering safe and quality care.

Why Anchor Assure?

Compliance Risk continues to arise for Approved Providers when:

- There are changes in key personnel
- There is a transformation agenda underway, and those systems under development require review
- Accreditation is on the horizon, and the Board/ Executive is seeking independent feedback to identify and track compliance risks
- Good governance suggests an independent review
- The home has seen an increase in complaints
- The home has received a notice of non-compliance, and the Board/ Executive seeks a full review of the home's current approaches

Smaller providers do not have access to regional or external quality resources to help provide mentoring and feedback to give confidence to the current approaches. Additionally, Boards want to support their Executive by obtaining independent feedback on the service's current Continuous Improvement (CI) programs and confirmation of any new risks.

What's Involved?

- The size of your home will depend on how many Anchor Leaders are assigned to conduct the review
- The size of your home will give us an indication of how long the review will take; generally, we find two to three days sufficient
- You will provide us remote access to your clinical management systems (view only) as well as a copy of your PCI and Self Assessment
- Scheduled entry and debrief exit meeting with all Anchor Leaders

**Prior to the home review, you have the option to complete the HiRA-E (High impact Risk Assessment - Elders), via an online portal, for all clients or a sample of clients.*

What's covered in the Anchor Assure Home Review?

- If the AnchorAssure Home Review is being conducted in preparation for accreditation, we review your home's Aged Care Quality and Safety Standards - Self Assessment and cross-check evidence throughout the review
- A complete Aged Care Quality and Safety Standards compliance risk assessment
- A complete high-impact risk assessment, review of quality indicators and clinical governance review
- A complete review of the current continuous improvement plan
- Consumer engagement feedback from 15%-20% of the consumer populations (resident and or representative)
- NDIS Consumer file reviews
- A report identifying key observations on staff and management interactions
- A review of the physical environment for risks and hazards
- Review handover processes
- Commission visit readiness assessment
- Documented priority action plan

Additional optional inclusions as part of the Home Review can be organised to meet the your specific needs

- For larger providers - review of regional level structure for effectiveness
- Assess any structural gaps or bottlenecks increasing the compliance risk for the service
- Assess end-to-end all operations using the AE 'Functional Matrix' to identify gaps in Management
- Workforce demand analysis and end-to-end review of the rostering and costed roster.
- Policy and process review and gap analysis
- Business improvement fund support
- Additional Services planning or review of the existing program
- AnchorAssure Sustainability Program: Monthly monitoring visit reviewing PCI plan progress, environmental review, consumer engagement and other elements as needed. (Refer to AnchorAssure Sustainability Program Brochure for more information)

Contact Us

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