



Elsi Smart Floor and NurseCare Aligned Assessment Report

HLS Healthcare are the preferred equipment supplier for the leading aged care facilities and hospitals throughout Australia.



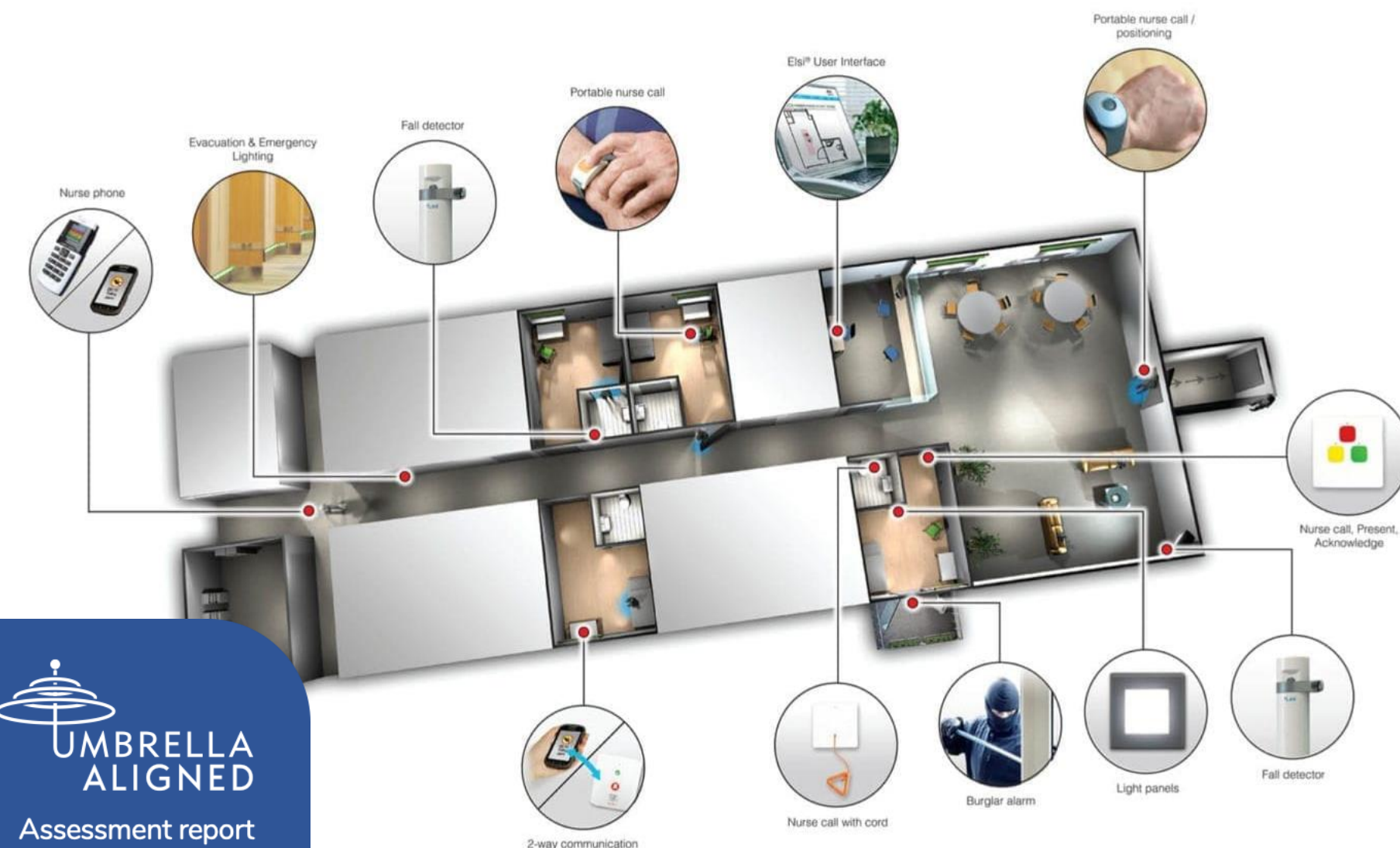
Elsi Smart Floor and NurseCare

The Elsi Smart floor is a non-invasive monitoring system proven to reduce falls, and to provide dignity and safety to residents. 'Elsi' also provides care staff with improved confidence and tools to enable them to provide a more effective level of care without the need to increase staff numbers. The Elsi smart floor system is installed under the top floor layer of carpet or vinyl, making it completely hidden away from residents. Elsi allows providers to offer significant improvements in the practice of aged care services whilst maintaining an aesthetically pleasing, home-like environment.

<https://www.hlshealthcare.com.au/product/elsi-smart-floor>

NurseCare is the only current nurse call system on the market that combines healthcare management, nursing documentation, and nurse call technology in the same device. This solution even allows for a wide range of installation possibilities in new and existing buildings. The flexible design means that you can implement NurseCare into your current nurse call systems to combine your past and future investments. Alternatively, the IP NurseCare call system can also be installed as a wireless system, complete with a wireless hand transmitter and fall sensor. This wearable device ensures that patients can call for assistance by pressing a button on the hand transmitter. Alternatively, if a fall is detected, an alarm will trigger automatically, ensuring a prompt response.

<https://www.hlshealthcare.com.au/product/nurse-call-system>



Aligned Assessment: Elsi Smart Floor and NurseCare

Umbrella Solutions has assessed Elsi Smart Floor and NurseCare against the Aged Care Quality Standards.

The Aligned assessments assist aged care providers to understand how products are aligned to the Quality Standards which supports their audit and accreditation responses.

Assessment Date: 24/07/2020

Assessor: Vinnie D'Alessandro

Aligned Company Page:

<https://umbrella.solutions/aligned/hls-healthcare/>

Aligned Assessment Page:

<https://umbrella.solutions/aligned/hls-healthcare/elsi-smart-floor-and-nursecare/>

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Standard 1

Consumer dignity and choice

1. Consumer outcome

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.

2. Organisation statement

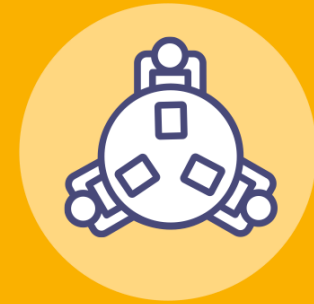
The organisation:

- A. Has a culture of inclusion and respect for consumers;
- B. Supports consumers to exercise choice and independence; and
- C. Respects consumers' privacy.

Elsi Smart Floor and NurseCare



	Requirement	Response Elsi Smart Floor	Response NurseCare
3a	Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.	Elsi Smart Floor provides non-invasive monitoring to protect dignity of consumers. The monitoring improves independence and reduces risks.	NurseCare supports the consumers by providing carers and staff with up to date information and preferences as well as care history.
3d	Each consumer is supported to take risks to enable them to live the best life they can.	Elsi Smart Floor enables consumers to move freely around the room, without intrusive sensors, cabling or mats. This helps to empower them to move more, knowing that help is available if they fall.	
3f	Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.	Elsi Smart Floor does not use videos or pictures to identify movements and incident, protecting the privacy of consumers.	Consumers' personal information is secured and only relevant information is made available to appropriate staff.



Standard 2

Ongoing assessment and planning with consumers

1. Consumer outcome

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

2. Organisation statement

The organisation:

Undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preferences.

Elsi Smart Floor and NurseCare

	Requirement	Response Elsi Smart Floor	Response NurseCare
3a	Assessment and planning, including consideration of risks to the consumer's health and well-being, informs the delivery of safe and effective care and services.	Elsi Smart Floor provides data that can help identify mobility trends which can be used to enhance care plans and services.	
3d	The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.		Consumer care plans can be made available in the NurseCare system and are made available to carers and staff to ensure a consistent and personalised level of care.





Standard 3

Personal care and clinical care

1. Consumer outcome

I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

2. Organisation statement

The organisation:

Delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer's needs, goals and preferences to optimise health and well-being.

Elsi Smart Floor and NurseCare



	Requirement	Response Elsi Smart Floor	Response NurseCare
3a	Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that: i) is best practice; and ii) is tailored to their needs; and iii) optimises their health and well-being	Elsi Smart Floor offers best practice for in-room, non-invasive monitoring and alerting.	NurseCare offers best practice for consumer personal and clinical care with its in-room management solutions and connectivity to key clinical care systems.
3b	Effective management of high-impact or high-prevalence risks associated with the care of each consumer.	. Elsi Smart Floor provides non-invasive monitoring to protect dignity of consumers. The monitoring improves independence and reduces risks through instant alerting.	Current consumer health records are made available through the NurseCare system, provider carers and staff with up to date information and changes
3c	The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.		Consumer care plans can be made available in the NurseCare system and are made available to carers and staff to ensure a consistent and personalised level of care.
3d	Deterioration or change of a consumer's mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner	Elsi Smart Floor can monitoring and trends can help to identify physical capacity issues of consumers and provide information to proactively manage care solutions.	Current consumer health records are made available through the NurseCare system, provider carers and staff with up to date information and changes.
3e	Information about the consumer's condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.		Consumer care plans can be made available in the NurseCare system and are made available to carers and staff to ensure a consistent and personalised level of care.



Standard 4

Services and supports for daily living

1. Consumer outcome

I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

2. Organisation statement

The organisation:

Provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

Elsi Smart Floor and NurseCare



	Requirement	Response Elsi Smart Floor	Response NurseCare
3a	Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life.	Elsi Smart Floor provides non-invasive monitoring to protect dignity of consumers. The monitoring improves independence and reduces risks through instant alerting.	Consumer care plans can be made available in the NurseCare system and are made available to carers and staff to ensure a consistent and personalised level of care.
3d	Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.	Elsi Smart Floor information can be integrated to NurseCare to ensure critical data and alerts are available to appropriate staff.	Consumer care plans can be made available in the NurseCare system and are made available to carers and staff to ensure a consistent and personalised level of care.
3g	Where equipment is provided, it is safe, suitable, clean and well maintained.	Elsi Smart Floor reduces the need for additional monitoring solutions, such as pressure mats which introduce tripping hazards.	NurseCare uses unobtrusive devices that are wall mounted or wireless to reduce hazards.



Standard 5

Organisation's service environment

1. Consumer outcome

I feel I belong and I am safe and comfortable in the organisation's service environment.

2. Organisation statement

The organisation:

Provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.

Elsi Smart Floor and NurseCare



	Requirement	Response Elsi Smart Floor	Response NurseCare
3b	The service environment: (i) is safe, clean, well maintained and comfortable; and (ii) enables consumers to move freely, both indoors and outdoors.	Elsi Smart Floor replaces traditional flooring solutions and reduces the need for pressure mats, cabling or visible sensors which enhances mobility of consumers	NurseCare uses unobtrusive devices that are wall mounted or wireless to reduce hazards.
3c	Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.	Elsi Smart Floor reduces the need for additional monitoring solutions, such as pressure mats which introduce tripping hazards.	NurseCare uses unobtrusive devices that are wall mounted or wireless to reduce hazards.



Standard 6

Feedback and complaints

1. Consumer outcome

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

2. Organisation statement

The organisation:

Regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

Elsi Smart Floor and NurseCare



	Requirement	Response Elsi Smart Floor	Response NurseCare
3a	Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.		<p>"NurseCare allows consumers, family and friends to provide feedback, complaints and commendations through its INFO Point interface.</p> <p>The results are recorder centrally to be reviewed and addressed by the provider.</p> <p>Having a mechanism that is not reliant on in person communication helps to illicit open and candid feedback for the provider."</p>



Standard 7

Human resources

1. Consumer outcome

I get quality care and services when I need them from people who are knowledgeable, capable and caring.

2. Organisation statement

The organisation:

Has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.

Elsi Smart Floor and NurseCare



	Requirement	Response Elsi Smart Floor	Response NurseCare
3a	The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and service.	Elsi Smart Floor monitoring data can be used to enhance the care of consumers and reduce manual logging and recording of data by staff.	NurseCare monitor staff activities which can be used to manage performance and workloads.
3d	The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.	Elsi Smart Floor reduces effort to maintenance documentation and workload for staff.	NurseCare reduces effort to maintenance documentation and workload for staff.



Standard 8

Organisational governance

1. Consumer outcome

I am confident the organisation is well run. I can partner in improving the delivery of care and services.

2. Organisation statement

The organisation:

Governing body is accountable for the delivery of safe and quality care and services.

Elsi Smart Floor and NurseCare



	Requirement	Response Elsi Smart Floor	Response NurseCare
3c	<p>Effective organisation wide governance systems relating to the following:</p> <ul style="list-style-type: none"> (i) information management (ii) continuous improvement (iii) financial governance (iv) workforce governance, including the assignment of clear responsibilities and accountabilities (v) regulatory compliance (vi) feedback and complaints. 		<p>NurseCare offers providers valuable data and information for regulatory compliance reporting and records.</p> <p>This includes:</p> <ul style="list-style-type: none"> Response timeframes Call frequency and volumes Call types Staffing levels Medicine and clinical service tracking and history
3d	<p>Effective risk management systems and practices, including but not limited to the following:</p> <ul style="list-style-type: none"> (i) managing high-impact or high-prevalence risks associated with the care of consumers (ii) identifying and responding to abuse and neglect of consumers (iii) supporting consumers to live the best life they can. 	<p>Elsi Smart Floor offers best practice for in-room, non-invasive monitoring and alerting. This system helps to reduce operational and consumer risks in the care environment.</p>	<p>NurseCare offers best practice for consumer personal and clinical care with its in-room management solutions and connectivity to key clinical care systems. This system helps to reduce operational and consumer risks in the care environment.</p>



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Umbrella Aligned is an assessment program for aged care vendors to understand their product or services alignment to the Aged Care Quality Standards.

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Coverage is an online system that helps aged care providers manage the new Aged Care Quality Standards.

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