

New guide to better practice in residential care facilities

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People living and working in residential care facilities will benefit from a new resource launched by researchers from The University of Western Australia's Centre for Health and Ageing (WACHA).

The Towards Organisational Culture Change (TOrCCh) resource offers a proven and practical approach to inspire change within an organisation. The guide and templates provide a step-by-step course of action for staff to follow, from the first realisation that change is needed through all steps of implementation.

Associate Professor Christopher Etherton-Beer, from UWA's School of Medicine and Pharmacology, said residential care was a key issue for

[older people](#) in our rapidly ageing society.

"Current projections indicate that older adults will represent 24 per cent of the Australian population in 2056," Associate Professor Etherton-Beer said.

"Despite the opportunities for many older people to enjoy productive and healthy longer lives, population ageing will present residential [care facilities](#) with unprecedented care challenges."

A geriatrician and project chief investigator, he said previous research had identified a need for organisational culture change, which impacted on the well-being of residents and staff in a residential care environment.

Organisational culture in residential care facilities is revealed through staff attitudes and work practices, communication processes and effectiveness, leadership and carer-manager relationships, and staff-family partnerships.

"We began to address this gap in our knowledge and so we developed this resource based on the evidence we found," Associate Professor Etherton-Beer said.

"We launched this resource to assist staff in [residential care](#) facilities to make things better. The guide is designed to influence culture, emphasising improved communication processes and we anticipate that this will improve residents' well-being and [staff](#) satisfaction.

"For all organisations changing culture is a challenge but these resources have made it easier."

More information: The resources are freely available for download at WACHA: www.wacha.org.au/

Provided by University of Western Australia

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