



Update: Private Psychiatric Hostels Licensing Standards

For the Arrangements for Management, Staffing and Equipment Fact Sheet

Purpose:

This fact sheet highlights key changes to the revised Licensing standard, for the arrangement for Management, Staffing and Equipment for Private Psychiatric Hostels.

Actions:

Please review the revised standard (including changes to the standard order), educate staff on any new policies/procedures and adjust audit schedules accordingly.

Key changes at a glance:

| Item No. | Previous Standard | Revised Standard | Impact |
|-------------|--|---|---|
| St.1 | 1.14: Policies and procedures are developed, reviewed, and updated as required, at least every four years. Staff are aware of these policies and procedures and are readily able to access them. | <p>1.13: Policies and procedures are developed, reviewed, and updated as required, at least every three years. Policies and procedures are developed and reviewed by appropriately qualified staff or external consultants. Staff are aware of these policies and procedures and are readily able to access them. At a minimum, these shall include:</p> <ul style="list-style-type: none"> • Emergency Procedures • Management of aggression/de-escalation • Infection Prevention and Control • Incident reporting • Complaints/feedback management • Admission policy/criteria • Eviction, transfer policy/criteria • Drug and Alcohol Policy • Sexual Safety Policy/ies | <p>Timeframe change to review policies and procedures.</p> <p>Awareness of minimum named policies and procedures.</p> |

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| Item No. | Previous Standard | Revised Standard | Impact |
|-------------|---|---|-----------------------------|
| St.1 | 1.15: Feedback, complaint, and conflict resolution processes are documented and available to residents, family, carers, visitors, and staff. These processes ensure feedback is actively facilitated (via, for example, residents' meetings or reference groups and/ or the use of resident representatives), a log of issues raised, and action taken is maintained, and all departing residents have the opportunity to provide feedback. | 1.14: Feedback, complaint, and conflict resolution processes are documented and available to residents, family, carers, visitors, and staff. These processes ensure feedback is actively facilitated (via, for example, residents' meetings or reference groups and/or the use of resident representatives), a log of issues raised, and action taken is timely (as indicated in the policy). | Adherence to timely action. |
| St.1 | 1.16: Occupational Safety and Health programs and practices are in place and a designated staff member is responsible for them. | 1.15: Work Health and Safety programs and practices are in place and a designated staff member is responsible for them. <ul style="list-style-type: none"> The designated staff member has completed a nationally recognised work health and safety program. | Staff training requirement. |

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| <p>St.2</p> | <p>2.1: Staffing arrangements comply with the licence, including:</p> <p>2.1.1 an approved supervisor must be present at the hostel at all times.</p> <p>2.1.2 the licence holder must demonstrate that sufficient numbers of staff, determined with reference to the numbers and care needs of the residents are present at the hostel at all times.</p> <p>2.1.3 suitable staffing arrangements are in place in the event of unusual or unexpected events, for example, sufficient staff must be on duty to safely manage a fire evacuation or other emergency.</p> | <p>2.1 Staffing arrangements comply with the licence, including:</p> <p>2.1.1 At a minimum, at least 2 Approved Supervisors (AS) (not including cleaning and catering staff) must be rostered on every shift 7 days/week unless otherwise indicated on the licence. Where appropriate, one night shift AS may be a sleep shift.</p> <p>2.1.2 the licence holder must demonstrate that sufficient numbers of staff, determined with reference to the numbers and care needs of the residents, are present at the hostel at all times. This is inclusive of cleaning, maintenance and catering staff.</p> <p>2.1.3 suitable staffing arrangements are in place in the event of unusual or unexpected events, for example, sufficient staff must be on duty to safely manage a fire evacuation or other emergency.</p> | <p>Reflects changes to staffing requirements that were introduced in January 2024.</p> |
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|-------------|--|--|---------------------------------------|
| St.4 | 4.16: A designated smoking area is available which, if fully enclosed, has a mechanical ventilation system in place. | 9.11: A designated well-ventilated, preferably not fully enclosed smoking area is available. | Well-ventilated area. |
| St.4 | 4.22: Where animals are kept at a hostel, they are managed appropriately and do not constitute a nuisance towards residents or pose a health risk. | 9.17: Where animals are kept at a hostel, they are managed according to policy and do not constitute a nuisance towards residents or pose a health risk. | Appropriate policy document required. |
| St.8 | 8.4: Residents receive fresh fruit or fruit juice daily. | 6.5: Residents receive fresh fruit daily. | Removal of daily fruit juice. |

Contact:

Please contact larureception@health.wa.gov.au for any enquires.

Many thanks

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