

# Prioritising care in residential aged care

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## Co-designing tools to meet aged care residents' care priorities

*"Too often, the aged care system seems deaf to older peoples' needs and preferences" (Royal Commission into Aged Care Quality and Safety).*

One way to ensure that aged care is person-centred is to deliver care that meets residents' **priorities**—what is **most important** to them about their care. Prioritisation requires **ranking** care tasks by level of importance and is essential in environments where resources are tight. This research aims to develop two tools: 1. A set of cards with images and text to help residents identify, sort and rank their care priorities; 2. A guide which details strategies to help staff members provide care that aligns with residents' priorities. I plan to co-design these tools with people involved in aged care (residents, family, staff, managers).



## Questions for you

1. How do you think these prioritisation tools (a tool to help residents identify their priorities, and a tool to guide staff members to meet residents' priorities) could improve care/benefit residents?
2. What kinds of creative activities could I use (e.g., drawing activities) to involve residents with a variety of physical and cognitive needs?
3. Can you think of any challenges I might face during this research that I need to consider and plan for early on?

### Your comments and feedback:

## Future involvement opportunities

**Who:** Individuals involved in residential aged care: residents, family members, staff, managers.

**What/How:** There are three opportunities to be involved in this research:

1. Participate in a group workshop or one-on-one interview to design the prioritisation tools.
2. Participate in activities to provide feedback on the prioritisation tools (e.g., surveys, interviews).
3. Become a member of an advisory group to inform the project from design through to evaluation.

**When:** To be confirmed. I am currently applying for funding. Please scan the QR code if you would like to receive updates about this project.

**Where:** There will be a range of delivery options including in-person/telephone/Zoom workshops and interviews, and online surveys.

**Why:** We want to use a co-design approach to enable consumers to be actively involved in developing these tools. We believe this approach will ensure that the tools match consumers' needs and preferences, are routinely used in aged care, and deliver real benefits for residents, staff and families.



Scan the QR Code to get in touch with Kristiana about consumer involvement on this project.

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