

**Regulatory Standards**

**Day Care Centres  
for Older Persons**



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## **INTRODUCTION TO THE GUIDELINES**

These Guidelines set out the rights and the minimum levels of service which should be provided to older persons making use of day care centres. The service provider shall provide a programme of meaningful social, leisure, and recreational activities, and medical care supervised by staff. The range of services offered may vary depending on the service provider, but any service that the service provider undertakes to offer, including the provision of meals, transport, administration of medication, and any other form of care, shall be provided in a safe manner and in compliance with all Maltese legislation.

Throughout the Older Persons Standards, the aim is to outline what should be done by a service provider to give service users a good quality of service and support them to live within the community for as long as possible.

## **PRINCIPLES ON WHICH THE STANDARDS AND GUIDELINES ARE BASED**

These Older Persons Regulatory Standards have been established upon the understanding that persons making use of day care centres have the right to receive a high-quality service within a welcoming and supportive environment. Services shall be based, at a minimum, on the following principles: dignity and respect, individuality, independence and autonomy, informed consent, safety, equality, and confidentiality.

This means that all persons making use of the service shall:

- be treated with respect at all times;
- be treated equally, and not be treated any less favourably on the basis of ethnic background, language, culture, sexual orientation, gender identity, ability, and faith;
- be given clear and unbiased information on all options available to them;
- make their own choices independently based on information, and have these choices respected;
- feel safe and comfortable in an environment free from any abuse, discrimination, or danger;
- make full use of the service's available resources to sustain their well-being and ability to live independently within their community;
- be considered as an individual and valued for who they are;
- know that their personal information will be kept confidential;
- raise any concerns without intimidation or fear of discrimination or retaliation; and
- have their concerns thoroughly investigated and receive redress where they have been unjustly treated.

## **GLOSSARY**

<b>“Act”</b>	means the Older Persons Standard Authority Act (Chapter 640).
<b>“Age-friendly space”</b>	means a space which fosters healthy and active ageing, and which is free from physical and social barriers, helping older persons to maintain their physical and mental capacity and enabling them to continue doing things which they value.
<b>“Authority”</b>	means the Older Persons Standards Authority (OPSA) as established by virtue of ACT No. XXXVIII of the Older Persons Standards Authority Act (Chapter 640).
<b>“Competent person”</b>	means a person who is qualified and licenced to carry out specific activities, in accordance with national legislation, standards or directives issued by the applicable authorities, and who is registered with the relevant professional body.
<b>“Day Care Centre”</b>	means a facility designed to provide care and companionship for older persons who need assistance or supervision during the day. These Centres offer a safe, secure, supportive, and stimulating environment allowing the older persons to engage in social, physical and cognitive activities, recreational outings and gathering while receiving necessary care. It also provides emotional support for their mental and physical well-being.
<b>“Facility”</b>	means the premises from which the day care centre is being provided, and that have been purposely built, or adapted, to provide services to older persons. It shall be the service provider’s responsibility to ensure that any obligations regarding the facility are met, including cases where the premises are not owned by the service provider.

**“Geriatric care service”**

means a specialist area concerned with the health care, social aspects, and preventative needs of older persons both in health and illness. Geriatric services include assessment, treatment, and short-term and long-term care for older people with physical, cognitive impairment/dementia, or functional support needs. Services are typically provided by multidisciplinary teams of health professionals with specific qualifications and/or expertise in disease processes and injury in older persons.

**“Holistic assessment”**

means the process by which the needs of service users while making use of the day care centre are identified, taking into consideration their health and personal, social, and emotional needs.

**“Independent representative”**

means a person who is independent from any aspect of the service and from any agency involved in the provision of service, working in the name of the service user, availing himself of the service, or in his interest. The representative carries out such work after having been nominated to do so by the service user in whose name the said representative is acting, or as stipulated by law, such as in the case of guardianship.

**“Management”**

means persons who act on behalf of the service provider to provide leadership to staff and to oversee and control the proper functioning of services offered to the service users.

**“Older person”**

means a person over the age of sixty.

**“Performance indicator”**

means an indicative, but not exhaustive, action which the service provider should take in order to be compliant with the associated Quality Indicator. The Authority may amend these at any time and may also issue additional recommendations to the service provider if any practices are noted that go against the Quality Indicator.

**“Policies and procedures”**

means documents released by management that regulate how the service shall operate.

**“Prospective service user”**

means an older person who is considering whether to enter into an agreement with a service provider to make use of services offered by the service provider.

**“Quality indicator”**

means a statement which sets out the requirements to achieve compliance with a particular Standard. The Authority may issue performance indicators to serve as guidelines, but it is the service provider’s responsibility to ensure that the licenced service operates in line with the principles stated in the Quality Indicator.

**“Risk assessment”**

means the process of evaluating the likelihood of adverse effects on service users, staff and third parties’ safety and health from hazards or the absence of beneficial influences. It is a systematic examination of all aspects of a facility that considers what could cause injury or harm; whether the hazards could be eliminated or otherwise, what preventive or protective measures are, or should be, in place to control the risks.

**“Service agreement”**

means a written agreement between the service user and the service provider which sets out, among other things, services to be provided, associated fees and charges, if any, and the terms and conditions and rights of responsibilities of both parties.

**“Service provider”**

means a person who, or organisation which, provides and operates a day care centre service for older persons. Where any aspect of the service, including staffing or premises, is outsourced or sub-contracted, ultimate responsibility for ensuring that all requirements of these Older Persons Regulatory Standards are met shall rest with the service provider, even when services are provided by an external agency.

**“Service user”**

means an older person, including those living with dementia, who requires day care services and enters into an agreement with a service provider for the older person to make use of the day care centre.

**“Specialised support services”**

means services that are usually required by individuals or groups who present complex needs and who might be at risk themselves or may be at risk to others. Specialised services are usually recommended when generic services prove insufficient to cater for the service user’s identified needs.

**“Staff”**

means a person engaged by the service provider, wherein one of the person’s responsibilities is to provide service users with support, social, and/ or health care. Staff members may also assume administrative duties simultaneously with their support roles. Staff members working in the administration of an organisation, or a centre, shall oversee the planning and implementation of organisational plans and actions and the enforcement of rules and procedures. All requirements relating to staff within these Social Regulatory Standards shall apply irrespective of whether or how the person is compensated, or whether the person is employed directly by the service provider or through another entity.

**“Volunteer”**

means a member of staff who is offering their services within the day care centre without being financially compensated. Such persons shall be considered as members of staff, and all references to “staff” within these Regulatory Standards shall also include volunteers.

## **STANDARD 1: SERVICE USERS' RIGHTS**

### **STANDARD STATEMENT:**

This Standard sets out core rights associated with older persons' use of the day care centre. Older persons attending day care centres shall be treated with respect, shall maintain their autonomy, and shall be given all necessary information related to their use of the day care centre.

### **QUALITY INDICATORS:**

1. The service provider shall provide prospective service users with clear information about the service at the application stage to assist them with making decisions about whether they wish to make use of the day care centre, including but not limited to, written information about the service, an information meeting or telephone call, and a visit to the service. Prospective service users shall decide freely whether or not they wish to make use of the day care centre and may choose to stop attending at any time.
2. The service provider shall respect the service user's autonomy, privacy, and dignity at all times. No service user shall be treated with disrespect or discriminated against on any basis. The service provider shall investigate any allegations of discrimination that are brought to management or staff's attention and shall take any remedial action necessary to safeguard service users' interests.
3. The service provider shall maintain communication with all service users using the service user's preferred means of communication, including the use of Maltese or English according to their preference, and shall keep them informed of any updates to the service. All communication between staff and service users shall be appropriate, respectful, and non-patronising.

4. The service provider shall allow each service user to nominate a person as an independent representative to act for him or in his interests. The service provider shall also ensure that service users' legal rights are respected and that no advantage is taken of their finances or belongings.

## **QUALITY INDICATOR 1:**

**1.0 QUALITY INDICATOR:** The service provider shall provide prospective service users with clear information about the service at application stage to assist them with making decisions about whether they wish to make use of the day centre's services, including but not limited to, written information about the service, an information meeting or telephone call, and a visit to the service. Prospective service users shall decide freely whether or not they wish to make use of the day care centre and may choose to stop attending at any time.

## **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

1.1 The information provided to prospective service users shall include, at a minimum, information regarding:

1.1.1 The day care centre's location and the premises;

1.1.2 Details of the service manager;

1.1.3 The day care centre's days and hours of operation;

1.1.4 A sample programme of activities;

1.1.5 Any charges payable;

1.1.6 Information regarding meals and/or snacks provided; and

1.1.7 General conditions and obligations of attendance.

1.2 Management shall advise the prospective service user at the application stage whether there are any particular needs which the day care centre is not able to support. Where a service user's needs are such that the person would not be able to make use of the day care centre, management shall advise them of any other services which may be better suited to them.

1.3 Prospective service users shall be offered a trial visit to the day care centre. They may also be accompanied by a trusted relative or friend if they wish. During this visit, they may speak to staff or to other service users to discuss the service and evaluate whether it is appropriate for them.

1.4 The decision regarding whether or not to make use of the day care centre shall be made solely by the prospective service user, with no pressure exerted by the service provider.

1.5 Service users may choose to terminate their use of the day care centre at any time, subject to respecting any notice period which may be indicated in their service agreement.

## **QUALITY INDICATOR 2:**

**2.0 QUALITY INDICATOR:** The service provider shall respect the service user's autonomy, privacy, and dignity at all times. No service user shall be treated with disrespect or discriminated against, on any basis. The service provider shall investigate any allegations of discrimination that are brought to management or staff's attention and shall take any remedial action necessary to safeguard service users' interests.

## **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

- 2.1 Service users shall be treated with respect at all times and shall not be made to feel uncomfortable while making use of the day care centre.
- 2.2 In order to respect service users' autonomy, management and staff shall deal only with the service user and not with any relatives or other persons, unless clearly instructed to do so by the service user, or in case of emergency.
- 2.3 Management shall implement a clear non-discrimination policy, including actions to be taken in case of suspected or alleged discrimination. and shall investigate any allegations of discrimination within the service.
- 2.4 Service users shall be given privacy as required, which shall only be overridden in emergencies. Where a service user requires any particular assistance, this shall be provided in a way that respects their dignity and gives them autonomy as far as possible.
- 2.5 Staff shall speak to service users in a manner which is respectful, sensitive, and non-patronising.
- 2.6 Staff shall be sensitive to service users' religious or cultural needs.

- 2.7 Management shall provide space for service users to keep any personal belongings they bring with them, with lockable space recommended. Management shall keep spare keys for all lockers and shall only use this at the request of the service user.
- 2.8 Unless expressly requested by the service user, all communication shall be carried out directly with the service user and all decisions made by them.
- 2.9 Service users shall be enabled to be as autonomous as possible while making use of the day care centre. Any decisions they make shall be respected as long as these do not cause harm or risk to themselves or to others.
- 2.10 No pressure shall be exerted to influence any service users' decisions.

### **QUALITY INDICATOR 3**

**3.0 QUALITY INDICATOR:** The service provider shall maintain communication with all service users using the service user's preferred means of communication, including the use of Maltese or English according to his preference, and shall keep them informed of any updates to the service. All communication between staff and service users shall be appropriate, respectful, and non-patronising.

#### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

- 3.1 Management shall use means of communication as preferred by the service user to keep them advised of any significant information that they should be made aware of. This may include, but shall not be limited to, emails, telephone calls or text messaging.
- 3.2 Where a service user is not able to use the service provider's usual means of communication, an alternative shall be arranged.
- 3.3 Management and staff shall not rely on other service users to relay messages but shall make contact with each service user themselves.
- 3.4 Key information that should be communicated is:
  - 3.4.1 Planned and unplanned closures of the day care centre;
  - 3.4.2 Changes to the opening days or hours;
  - 3.4.3 Changes to the premises; and
  - 3.4.4 Changes to the planned programme of activities.
- 3.5 Formal communication with service users shall be carried out in writing, with verbal explanations given as required, depending on the service user's preferences.

- 3.6 Communication with service users shall be in Maltese or English, as preferred by the service user.
- 3.7 Staff shall ensure that a handover with each service user's relatives, carers, or legal appointed representative, as appropriate, is carried out at the beginning and end of each day.
- 3.8 Depending on circumstances and preferences of each service user's relatives or legal appointed representative, handover may be carried out in person when the service user is picked up and/or dropped off or by other forms of communication as preferred as per each service user's relatives or legal appointed representative.
- 3.9 Key information that should be communicated shall include, but is not limited to, information on medication, food and drink intake and toileting, or any incidents which may have taken place during the day, and any observations which may indicate a pattern of behaviour or changing needs.
- 3.10 Particular attention shall be paid to handovers where the service users are unable to reliably communicate such information themselves.
- 3.11 The service users' relatives and legally appointed representatives shall be involved in all meetings and discussions relating to the service user.
- 3.12 Management and staff shall foster a positive relationship with service users' relatives and legally appointed representatives, to ensure that they are comfortable raising concerns and feel they are working together to care for the service users.

## **QUALITY INDICATOR 4:**

**4.0 QUALITY INDICATOR:** The service provider shall allow each service user to nominate a person as an independent representative to act for them or in their interests. The service provider shall also ensure that service users' legal rights are respected and that no advantage is taken of their finances or belongings.

## **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

- 4.1 A service user shall have the right to identify a person of their confidence (not part of the management or staff of the service), to act as their independent representative and to represent them or provide support, to act or take decisions on their behalf, and to be informed about their welfare.
  
- 4.2 Management and staff are prohibited from requesting any monetary gifts or bequests from service users or from taking any other advantage of their belongings.

## **STANDARD 2: PERSONAL INFORMATION**

### **STANDARD STATEMENT:**

This Standard sets out minimum requirements regarding the key information to be collected and maintained regarding service users, and how this information shall be used.

### **QUALITY INDICATORS:**

1. An initial, holistic assessment shall be carried out to establish a new service user's care and support needs and ensure that they would benefit from the day care centre prior to their acceptance. All staff shall be made aware of needs which may affect the person's day to day use of the service and any additional support which may be required.
2. The service provider shall maintain a record of key information regarding service users. Information which may be urgently needed, such as information about allergies and intolerances and emergency contact details, shall be easily accessible to staff who may require this information in order to provide safe and timely support.

## **QUALITY INDICATOR 1:**

**1.0 QUALITY INDICATOR:** An initial, holistic assessment shall be carried out to establish a new service user's care and support needs and ensure that they would benefit from the day care centre service prior to their acceptance. All staff shall be made aware of needs which may affect the person's day to day use of the service and any additional support which may be required.

## **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

- 1.1 The service provider may carry out, or request that another professional carry out, a medical assessment prior to intake to ensure that management and staff are aware of the service user's needs and dependency level and are able to meet these needs safely.
- 1.2 Upon intake, all service users shall be requested to provide information to the service provider regarding any dietary needs, including allergies, intolerances, and religious or cultural requirements regarding food.
- 1.3 Management shall review all information available and ensure that, based on this, the person would benefit from the day care centre service and would not create problems for existing service users.
- 1.4 Before the new service user's first visit, staff shall be given key information that they should be aware of in order to ensure that the service user can use the day centre safely.
- 1.5 Management shall develop a brief portfolio profile for each service user, intended to summarise key information which may help staff understand the service user

and to develop suitable programmes of activity for the service user group (see Annex I for a suggested template).

- 1.6 As part of care planning, regular reassessment and reviews of each service user shall be carried out, at least once every six months or more frequently depending on circumstances. The service user's relatives and legally appointed representatives shall be invited to contribute to such reviews, as shall the service user if he retains the cognitive ability to do so.
- 1.7 Reassessment shall be carried out immediately in case of any event or incident which may affect the care which the service user requires, and/or their ability to benefit from the day care centre.
- 1.8 Reviews and care plans shall plan for the eventuality that the service user is no longer able to benefit from the day care centre and/or that the environment is no longer safe or appropriate for him.

## **QUALITY INDICATOR 2:**

**2.0 QUALITY INDICATOR:** The service provider shall maintain a record of key information regarding service users. Information which may be urgently needed, such as information about allergies and intolerances and emergency contact details, shall be easily accessible to staff who may require this information in order to provide safe and timely support.

## **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

- 2.1 All service users shall be required to nominate at least one emergency contact person or next of kin to be notified in case of any health incidents, accidents, or emergencies while the service user is attending the day care centre.
- 2.2 Personal and/or confidential information regarding service users shall only be disclosed to staff if necessary, and only with the consent of the service user.
- 2.3 The service provider shall maintain a record of all allergies and intolerances and shall ensure that this is accessible to staff whenever potential allergens are being handled, particularly around food-handling.
- 2.4 When accompanying service users on outings, all staff shall have access to emergency contact details for the service users present.

## **STANDARD 3: HEALTH AND SOCIAL CARE**

### **STANDARD STATEMENT:**

This Standard sets out actions which should be taken by the service provider to protect service users' well-being and promote the health of older persons while making use of the day care centre.

### **QUALITY INDICATORS:**

1. Service provider shall ensure that where service users consume food on the premises, policies and procedures are in place to ensure service user safety. Service providers are required to ensure access to drinks within the premises. Food provided by the service provider shall meet the service users' dietary needs, including avoidance of allergens.
2. The service provider shall ensure that programmes of activity for the day care centre shall be varied and structured around the provision of opportunities for meaningful activities which reflect the service users' interests and needs.
3. The service provider shall manage behavioural and physical symptoms associated with dementia, including any challenging behaviours, without the need for restrictive care unless as a last resort to prevent harm to the service user or to any other persons. Any use of restrictive care shall be used only with the consent of the service user's legally appointed representative, and the service provider is bound to ensure that any use of restrictive care is carried out safely and in line with all provisions of Maltese legislation.
4. The service provider shall ensure that, in addition to recreational activities, service users have opportunities to socialise with each other whilst making use of the service and shall encourage them to build relationships outside the day care centre if appropriate.

5. The service provider shall promote and support service user health and well-being, including prompt attention to any illness or injury sustained while attending the day care centre, and assistance with mobility, without exceeding the limits of staff competence. All concerns shall be reported to management, who are required to monitor the situation and take any action that may be needed to safeguard the service user.
  
6. Management and staff shall be vigilant for changes in service users' needs and shall direct the service user to services that may be able to provide assessment or support beyond that which can be provided by the day care centre.

## **QUALITY INDICATOR 1:**

**1.0 QUALITY INDICATOR:** Service provider shall ensure that where service users consume food on the premises, policies and procedures are in place to ensure service user safety. Service providers are required to ensure access to drinks within the premises. Food provided by the service provider shall meet the service users' dietary needs, including avoidance of allergens.

## **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

1.1 The day care centre shall provide, at a minimum, snacks for service users, and shall permit them to bring their own food if they wish.

1.2 If the Day Care Centre operates for more than six (6) hours, the service provider must offer a nutritious meal that is tailored to accommodate individual dietary needs and preferences. All food shall be served at an appropriate temperature.

1.3 Staff shall encourage service users to eat independently for as long as possible, making use of any aids, including adapting cutlery, as appropriate. However, staff shall be ready to provide any assistance as required and shall assist service users on an individual basis and as discreetly as possible.

1.4 Staff assisting service users to eat shall be seated at a 90-degree angle to the service user.

1.5 If necessary, staff shall explain and /or describe food to service users when giving them the meal or when presenting food to them.

1.6 Staff shall be alert to signs of choking during mealtimes and shall assist service users in such events. All events of choking shall be reported to management, who shall inform the service user's relative or legal representative appointed and advise them on appropriate actions. Internal investigations shall be undertaken to assess the incident and identify

whether additional staff training or changes to practice, are required in order to prevent similar incidents.

1.7 Staff shall be aware of any food allergies or intolerances and shall be careful to ensure that service users do not come into contact with such allergens. This information shall be easily accessible to all staff.

1.8 Alternative snacks shall be available for service users who are allergic or intolerant to a particular item.

1.9 Staff shall strive to ensure that all snacks provided are in line with service user's likes and dislikes.

1.10 If there is a choice of multiple food items available, the choice shall be made by the service user or by his relatives or legally appointed representative on his behalf.

1.11 Service provider shall implement a clear policy in respect of food and drink brought into the day care centre by service users or by third parties to be consumed on the premises.

1.12 All staff shall have a valid food handling accreditation.

1.13 Any food provided by the service provider shall be stored, handled, prepared, and served hygienically, in accordance with food safety legislation.

1.14 The day care centre shall provide, at a minimum, tea, coffee, and water for service users. Potable water shall be available at all times and at no additional cost.

1.15 If a service user is observed to be experiencing difficulties while eating, management shall refer the service user, or his relatives as appropriate, to consult with a professional for assessment.

1.16 The service provider shall provide cutlery and crockery as required for the food being provided.

1.17 If the service provider allows use of thickeners, this shall only be administered by or under the supervision of a competent person.

## **QUALITY INDICATOR 2:**

**2.0 QUALITY INDICATOR:** The service provider shall ensure that programmes of activity for day care centre services shall be varied and structured around the provision of opportunities for meaningful activities which reflect the service users' interests.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

- 2.1 The service provider shall be aware of service users' hobbies and activities they wish to try and shall endeavour to provide opportunities for these.
- 2.2 Where a service user has a particular skill or talent, they shall be encouraged to share this with other service users if they wish.
- 2.3 The service provider shall work with the local community and with other entities to provide activities, outings, and educational opportunities.
- 2.4 Programmes of activity shall include a variety of engaging and creative activities to support the physical and cognitive abilities of the service user, including outings and educational opportunities which are enjoyable for service users, age and culturally-appropriate.
- 2.5 Programmes of activity shall be drawn up following consultation with the service users regarding their preferences.
- 2.6 Routines within the day care centre shall be flexible, with no pressure on service users to participate in a particular activity. Where there is availability, staff shall allow a service user to modify their attendance days to enable her/him to attend activities which may be of greater interest to her/him.

- 2.7 The planned programme of activities shall be displayed within the day care centre so that service users know what is planned for the coming days.
- 2.8 Any activities organised by the service provider's staff shall facilitate social interaction and active ageing and shall meet the preferences, abilities, and needs of the service users.
- 2.9 Adaptations shall be made to the environment and to activities in order to allow all service users to participate if they wish to do so, including those with disabilities.
- 2.10 Management and staff shall encourage service users to be involved in suggesting and planning social and leisure activities.
- 2.11 Staff shall risk assess proposed outings to ensure that service users will be safe to attend and participate, including assessment of potential physical hazards.
- 2.12 Where the service includes outings, transport shall be made available for service users.
- 2.13 Where outings are organised, service users shall be consulted to ensure that they are comfortable attending. Service users shall also be given the option to decline to attend.
- 2.14 Activities and programmes provided shall be reviewed on a regular basis, taking into account feedback from staff, service users, and the legally responsible person of the cognitively impaired service users, to ensure that they remain appropriate and in line with the needs and preferences of service users.
- 2.15 Before inviting third parties to provide activities within the day care centre, management shall ensure the suitability of the activity and the competence of the person/s providing it.
- 2.16 Where activities are being provided by third parties who do not work within the service, staff shall be present to monitor the activity and ensure that any modifications which

may be necessary are made to ensure the inclusion of all service users who will be participating.

- 2.17 Staff shall keep a record of all activities and outings organised within the day care centre and the list, of service users who participated or attended.

### **QUALITY INDICATOR 3:**

**3.0 QUALITY INDICATOR:** The service provider shall manage behavioural and physical symptoms associated with dementia, including any challenging behaviours, without the need for restrictive care unless as a last resort to prevent harm to the service user or to any other persons. Any use of restrictive care shall be used only with the consent of the service user's legally appointed representative, and the service provider is bound to ensure that any use of restrictive care is carried out safely and in line with all provisions of Maltese legislation.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

- 3.1 Management and staff shall manage challenging behaviours exhibited by service users and shall aim to reduce the frequency, intensity, and duration of such behaviours.
- 3.2 Reduction of challenging behaviour shall be achieved using non-pharmacological methods wherever possible.
- 3.3 As far as possible, staff shall be aware of potential triggers of challenging behaviour and shall try to avoid these.
- 3.4 Individualised strategies to manage challenging behaviour shall be used for each service user.
- 3.5 Triggers and management strategies for each service user shall be documented to facilitate continuity.
- 3.6 Management and staff shall work with the service user's relatives and legally appointed representative to ensure consistency of approaches to challenging behaviour and to share potential strategies.
- 3.7 Consent from the service user's legally appointed representative shall be sought for the use of restrictive care.

- 3.8 Where any use of restrictive care may be necessary, staff shall receive training on how to do so safely. No form of restrictive care, whether physical or chemical, shall be implemented by untrained persons.
- 3.9 The management shall ensure that staff shall adhere to a policy of least restraint, and shall use restrictive care, both physical and chemical, only as a last resort in situations where there is an imminent risk of serious harm to the resident or others, and only after exhausting all other available alternatives to restrictive interventions. The policy regarding restrictive care needs to be followed at all times. Restrictive care shall be used as a last resort, when all other strategies have failed, and there is a risk of harm to the service user himself or to other persons within the day care centre, including staff or other service users.

## **QUALITY INDICATOR 4:**

**4.0 QUALITY INDICATOR:** The service provider shall ensure that in addition to recreational activities, service users have opportunities to socialise with each other whilst making use of the service and shall encourage them to build relationships outside the day care centre if appropriate.

## **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

4.1 Staff shall facilitate and encourage social interaction between service users.

4.2 Staff shall encourage new service users to join in with others, paying particular attention to service users who may be struggling to integrate.

4.3 Service users shall be encouraged to develop friendships and to extend these beyond the day care centre service.

## **QUALITY INDICATOR 5:**

**5.0 QUALITY INDICATOR:** The service provider shall promote and support service user health and well-being, including prompt attention to any illness or injury sustained while attending the day care centre, and assistance with mobility, without exceeding the limits of staff competence. All concerns shall be reported to management, who are required to monitor the situation and take any action which may be needed to safeguard the service user.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

5.1 At the application stage, management shall ask the service user about any health conditions which the service provider should be aware of to ensure that staff are able to safeguard their welfare while making use of the day care centre.

5.2 The service provider shall clearly document the service's policies and procedures for access to emergency medical care and/or notification of any illness or injury.

5.3 Where a service user's behaviour is out of character or otherwise worrying, staff shall respond sensitively and report their concerns to management immediately. Management shall monitor the situation and, if necessary, shall contact any relevant professional or service and the service user's emergency contact person.

5.4 Where a service user feels ill while attending the day care centre, staff shall provide any assistance which may be required, and shall contact appropriate persons, including the service user's emergency contact, a health centre, and/or the emergency services. In such cases, responsibility for the service user remains that of the service provider until care has been handed over to a relative or to medical staff.

5.5 If staff ratios permit, it is advisable that a member of staff accompanies the service user to the health centre or hospital until a relative or legally appointed representative can join him.

5.6 Staff shall assist service users in identifying appropriate preventative health care programmes.

5.7 The day care centre shall administer any service user's medication by a competent person.

5.8 The service provider shall keep and administer service user medication; the service provider shall ensure that:

5.8.1 A registered nurse is employed or otherwise engaged to take responsibility for medications;

5.8.2 The nurse shall maintain an updated record of current medication prescribed for each service user;

5.8.3 Required medication is brought by service users;

5.8.4 Detailed records of medications being brought onto the premises, administered, and taken away by service users are maintained;

5.8.5 Medications are only prepared and administered by a competent person according to the doctor's prescription, and the expiration date should be checked prior to each use;

5.8.6 Detailed records regarding the administration of medication are maintained and signed, including the time of administration, dosage administered, and details of the professional administering the medication;

5.8.7 Medication is kept securely, including the use of a DDA cupboard in a secure area for the storage of controlled drugs; and

5.8.8 Medical errors shall be recorded and reported immediately to management, to the Authority, and to any other relevant bodies. The service user and, if appropriate, her/his emergency contact person, shall be advised of the error and medical advice sought.

## **QUALITY INDICATOR 6:**

**6.0 QUALITY INDICATOR:** Management and staff shall be vigilant for changes in service users' needs and shall direct the service user to services which may be able to provide assessment or support beyond that which can be provided by the day care centre.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

6.1 Staff shall be alert for any changes in service users' needs, particularly any deterioration or additional needs, and shall record these and notify management. Management shall follow up on such notifications and take appropriate action in a timely manner.

6.2 Where illness, medical conditions or deterioration in a service user's health, both physical and psychological, are suspected by management or staff, they shall raise this sensitively with the service user and, if applicable, his independent representative and/or emergency contacts, and advise them that the service user is being referred for an assessment or seeking advice from a competent person. Management shall be knowledgeable about generic and specialised support services, and shall refer the service user to any service which may be necessary.

6.3 Discussions with service users/relatives/legally appointed representatives regarding deterioration, particularly related to their abilities or hygiene, shall be raised privately and sensitively.

6.4 Where the service user's additional needs are such that he is no longer able to make use of the day care centre service, management shall work with the service user and his relatives, if appropriate, to develop a plan for gradual transition out of the service.

6.5 Where the service user's level of dementia has progressed such that he is no longer benefiting from the day care centre, or where he is posing a risk to himself, staff, or other

service users, management shall raise this sensitively with his relatives or legally appointed representatives and work towards referral and a gradual transition out of the service.

## **STANDARD 4: PROTECTION AND SAFEGUARDING**

### **STANDARD STATEMENT:**

This Standard sets out the service provider's responsibilities regarding the service users' safety, including the provision of safe, structurally sound, risk-assessed, and adequately insured premises, and the implementation of procedures to protect against and act on any allegations of abuse or poor-quality service. It shall remain management's ultimate responsibility to ensure the safety and security of all service users at all times.

### **QUALITY INDICATORS:**

1. The service provider shall ensure that any facilities from which the service is provided are hygienic and certified by competent persons as safe for all service users, free from hazards/risks, and compliant with all applicable regulatory requirements. This shall include the preparation of a risk assessment and comprehensive insurance coverage.
2. The service provider shall ensure that the service users' health, safety, and welfare are safeguarded at all times, including their privacy, physical safety and emotional well-being, and that any incidents impacting their health and safety are reported immediately.
3. The person or entity in whose name the licence from the Authority is issued shall be responsible for ensuring that all aspects of the service, including the premises from where it is provided, are compliant with all requirements set out in these Older Persons Regulatory Standards, regardless of any outsourced or subcontracted services, and of the ultimate ownership of the building.
4. The service provider shall create an environment where service users feel safe and where they are free from any abuse, exploitation, or neglect. Corrective action,

including proactive involvement of the competent authorities, shall be taken in all allegations or suspicions of abuse.

5. The service provider shall ensure that service users and their relatives and, where applicable, their independent representative are aware of the service provider's procedures for raising concerns and complaints. Service users and, where applicable, their independent representative, should be confident that they will be listened to, that their concerns will be handled sensitively and confidentially, and acted upon. They should also be informed of the outcome of any complaints in a timely manner.
6. The service provider shall ensure that the service minimises the use of restrictive care, using it only when there is no alternative to available strategies to protect service users. Episodes of challenging behaviour shall be managed using alternative strategies, with restrictive care used only as a last resort.
7. The service provider shall maintain communication with the Authority in the interest of service user safety and shall keep the Authority advised regarding any changes to the service. Access to the Authority shall also be facilitated for service users and, where applicable, their independent representative.

## **QUALITY INDICATOR 1:**

**1.0 QUALITY INDICATOR:** The service provider shall ensure that any facilities from which the service is provided are hygienic and certified by competent persons as safe for all service users, free from hazards/risks, and compliant with all applicable regulatory requirements. This shall include the preparation of a risk assessment and comprehensive insurance coverage.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

- 1.1 The service provider shall ensure that the service and all its operations are covered by a valid comprehensive insurance policy.
- 1.2 The service and its premises shall meet all health and safety and occupational health requirements, including any requirements imposed by other competent authorities.
- 1.3 The premises shall be easily accessible to emergency services, both to reach the building and to navigate through it.
- 1.4 A competent person shall be engaged to evaluate hazards and draw up a health and safety risk assessment report regarding the premises and risks associated with its intended use. The service provider shall ensure that the service is covered by a valid health and safety audit (valid for two (2) years) at all times and shall ensure that a compliance report is issued after one (1) year.
- 1.5 A fire safety report shall be completed as part of the health and safety risk assessment process before a new service is operating.
- 1.6 Where there are any changes to the service or any temporary works which may affect risk levels, a further risk assessment shall be carried out.

- 1.7 The service provider shall develop an action plan to address any shortcomings identified within the health and safety risk assessment reports and shall ensure that any timeframes set by the competent person/s drawing up the report are respected.
- 1.8 All health and safety risk assessment reports, compliance reports, and updated action plans shall be forwarded to the Authority as and when requested.
- 1.9 The service shall be equipped to ensure staff and service user safety, including provision of emergency exits, fire alarms, fire extinguishers, and any other measures, depending on the premises, which may be recommended by a competent person.
- 1.10 The premises shall be equipped with any further safety measures if required to meet service users' particular needs.
- 1.11 Day care centres operating across more than one floor, or located on upper floors, shall have a lift to facilitate the movement of service users between floors. The lift shall be large enough to accommodate both standard and bariatric wheelchairs.
- 1.12 Lifts shall be compliant with all applicable regulations and regularly inspected by a competent person.
- 1.13 Certificates, reports, and any other documentation confirming that the service is compliant with all relevant legislation (including but not limited to those related to health and safety, food hygiene and registration with the Authority), shall be displayed on the premises in a location which is easily visible to all persons entering the premises.
- 1.14 Emergency evacuation plans shall be clearly displayed on the premises, including signage indicating emergency exits and assembly points. Such displays shall be in a format that is accessible to service users.
- 1.15 The premises shall be compliant with all accessibility standards and legislation.

- 1.16 The premises shall be kept clean, hygienic, and free from offensive odours, damp, and humidity.
- 1.17 Hand washing equipment shall be located prominently within the day care centre, particularly close to food preparation areas.
- 1.18 Containers for the collection and separation of waste shall be provided and shall be emptied regularly.
- 1.19 Staff shall be aware of all policies and procedures related to service user health and safety and shall abide by these at all times.
- 1.20 All equipment and machinery that needs servicing, such as air conditioners and similar equipment, shall be serviced according to the manufacturer's instructions, and a recorded preventative maintenance schedule shall be made available.
- 1.21 Management shall implement and document a programme of routine maintenance and upkeep of the facility, including but not limited to grounds, buildings, water, and electrical systems, and all equipment.
- 1.22 Water systems shall be regularly tested and treated to prevent the spread of legionella, in line with regulations issued by the public health authorities.
- 1.23 The Authority's consent shall be sought regarding any planned upgrades, refurbishments, or renovations to the premises prior to the commencement of any work. Ideally, work shall be carried out while service users are not on the premises. In all cases, any areas where building or maintenance work is being carried out shall be inaccessible to service users for the duration of the work.

## **QUALITY INDICATOR 2:**

**2.0 QUALITY INDICATOR:** The service provider shall ensure that service user health, safety and welfare is safeguarded at all times, including their privacy, physical safety and emotional well-being, and that any incidents impacting their health and safety are reported immediately.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

2.1 The service provider shall follow up on service users when there are reasons for concern about their physical or mental well-being.

2.2 The service provider shall be aware of the limits of the assistance which the service is able to provide and shall refer service users to other services when their needs go beyond the day care centre's ability to support.

2.3 CCTV shall be in operation within common areas used by service users. CCTV shall only be used to ensure the safety and security of service users and shall not be used in bathrooms. CCTV use shall not disrupt the service users and shall be in compliance with applicable legislation. The CCTV footage should have a backup of at least seven (7) days. Where CCTV footage relevant to an investigation is identified by the service provider or requested by any competent authority, this shall be retained until the investigation is concluded.

2.4 Procedures shall be established that ensure service users' safety where visitors and third parties are concerned.

2.5 Where transport is provided to service users as part of the service, clear policies and procedures shall be in place which ensure service user safety during the journey.

2.6 Any vehicles owned by the service provider and used to transport service users as part of the service shall be well-maintained and regularly serviced. Management shall ensure that

all staff who drive such vehicles are in possession of a valid driving licence. All vehicles, drivers, and passengers shall be covered by a comprehensive insurance policy.

2.7 Service users shall be advised regarding planned visits to the day care centre by professionals, regulatory bodies, or the public, including the media, and may decline to participate in or to be present during such visits.

2.8 Service users shall be made aware of any safety procedures involved in entering and exiting the facility, but shall be able to come and go freely as they wish, as long as leaving the premises alone does not pose a threat to their safety and well-being.

2.9 All accidents, injuries, and incidents within the day care centre shall be recorded by staff and reported to management, including the submission of a formal incident report. Management shall ensure that all accidents, injuries, and incidents of illness are documented, investigated, and reported to the Authority immediately, and notify any other relevant authorities as required.

2.10 Any recommendations arising from the investigation of incidents shall be implemented and practices changed as required to reduce the likelihood of a repeat occurrence.

2.11 All communicable diseases shall be recorded and reported immediately to the Superintendent of Public Health, to the Authority and to any other relevant entities.

2.12 Service users who present signs or show intentions of self-harm shall be supported sensitively and specialised help sought if necessary. Their independent representative or emergency contacts, as appropriate, shall also be informed and advised to refer to a competent person depending on the circumstances.

2.13 A fully equipped first aid box shall be made easily accessible to staff and service users at all times.

### **QUALITY INDICATOR 3:**

**3.0 QUALITY INDICATOR:** The person or entity in whose name the licence from the Authority is issued shall be responsible for ensuring that all aspects of the service, including the premises from where it is provided, are compliant with all requirements set out in these Older Persons Regulatory Standards, regardless of any outsourced or subcontracted services, and of the ultimate ownership of the building.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

3.1 Any service that is outsourced shall be covered by a contract that clearly states the quality of the service that the subcontractor is required to provide, whilst ensuring that the requirements of these Older Persons Regulatory Standards are always maintained, even when the services are provided by an external agency. Ultimate responsibility for ensuring that all the requirements of these Regulatory Standards are met shall rest with the service provider in whose name the licence is issued.

3.2 Where premises are subcontracted, leased, or rented, the service provider is responsible for ensuring that the building is compliant with all regulatory requirements, including those imposed by the Authority, and for ensuring adequate insurance coverage. Ultimate responsibility for ensuring that all the requirements of these Older Persons Regulatory Standards are met shall rest with the service provider in whose name the licence is issued.

3.3 Where premises are subcontracted, leased, or rented, the service provider shall ensure that there is a written agreement in place that clarifies the responsibilities of each party regarding the maintenance, safety, and fire precautions of the premises.

## **QUALITY INDICATOR 4:**

**4.0 QUALITY INDICATOR:** The service provider shall create an environment where service users feel safe and where they are free from any abuse, exploitation, or neglect. Corrective action, including proactive involvement of the competent authorities, shall be taken in all allegations or suspicions of abuse.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

4.1 The service provider shall implement a zero-tolerance policy for abuse, harassment, or bullying.

4.2 All concerns regarding abuse within the day care centre shall be recorded and reported to the Authority, the police, and any other relevant entities.

4.3 The service provider shall implement a whistle-blowing policy which identifies the steps to be followed and persons to be contacted by staff who have concerns about poor or unsafe practices within the day care centre.

4.4 Staff shall be vigilant for service users who may be experiencing any form of abuse outside the day centre. In such cases, the matter shall be raised sensitively with the service user and support given to seek input from specialised support agencies. Depending upon circumstances, such suspicions should be raised with the relevant authorities.

4.5 Management shall investigate all allegations of abuse, harassment, or bullying within the day care centre, whether by staff or between service users, and shall ensure that the alleged perpetrator and victim/s are not present at the centre at the same time.

4.6 Management shall record all concerns regarding abuse, harassment, or bullying, including details of investigations undertaken, the outcome of the investigation, and any actions taken.

4.7 Staff shall be trained in recognising signs of abuse and in responding to and reporting concerns about suspected, alleged, or actual abuse.

## **QUALITY INDICATOR 5:**

**5.0 QUALITY INDICATOR:** The service provider shall ensure that service users and their relatives and, where applicable, their independent representative are aware of the service provider's procedures for raising concerns and complaints. Service users and, where applicable, their independent representative, should be confident that they will be listened to, that their concerns will be handled sensitively and confidentially and acted upon. They should also be informed of the outcome of any complaints in a timely manner.

## **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

- 5.1 Clear policies and procedures shall be in place that establish how the service provider shall receive and handle feedback, concerns, and complaints, and the timeframes involved.
- 5.2 The service provider shall establish a system for the submission of any feedback, concerns, and complaints. This may include a system to receive anonymous feedback, but persons making use of this system shall be advised that no response shall be given.
- 5.3 Service users and, where applicable, their independent representatives, shall be given information regarding how feedback, concerns, and complaints may be submitted to the service provider. They should also be informed about any other entities whom they may contact.
- 5.4 Service users and, where applicable, their independent representatives should feel comfortable raising concerns without fear of retribution, and that they will be treated with respect and confidentiality.
- 5.5 All concerns and complaints that are not submitted anonymously shall be acknowledged in a timely manner and in writing by the manager or his delegate. Complainants shall also be advised of when they may expect a reply.

5.6 Management shall investigate all concerns and complaints promptly and effectively and shall provide the complainant with complete information regarding the action taken as a result.

5.7 Service users shall be advised that, if they remain dissatisfied with the outcome, they may refer the matter to the Authority.

5.8 A record of all concerns and complaints, including the investigation and actions taken, shall be maintained. This shall be made available to the Authority upon request.

## **QUALITY INDICATOR 6:**

**6.0 QUALITY INDICATOR:** The service provider shall ensure that the service minimises the use of restrictive care, using it only when there is no alternative to available strategies to protect service users. Episodes of challenging behaviour shall be managed using alternative strategies, with restrictive care used only as a last resort.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

6.1 Staff shall minimise the use of any kind of restrictive care and shall use it only where necessary to ensure service users' safety (e.g., the use of a harness on transport). Restraint shall not be used to prevent service users from walking with purpose.

6.2 Where restrictive care is needed to manage challenging behaviour, each incident shall be documented, reported to management and to the service user's relatives or legally appointed representative, and investigated by management.

6.3 The use of restrictive care shall be carried out in line with the provisions of relevant Maltese legislation, including the authorisation of medical personnel and consent from the service user's legally appointed representative.

6.4 Any form of restrictive care shall be provided only by trained staff.

6.6 No medication shall be used to manage challenging behaviour unless prescribed by the service user's doctor, with the consent of the service user's legally appointed representative.

6.7 Individualised strategies shall be implemented to manage episodes of challenging behaviour. These strategies shall be shared with the service user's relatives and legally appointed representative and documented for continuity and consistency of approaches.

6.8 Staffing levels shall be sufficient to ensure that episodes of challenging behaviour can be managed safely and without impacting the level of attention required by other service users.

## **QUALITY INDICATOR 7:**

**7.0 QUALITY INDICATOR:** The service provider shall maintain communication with the Authority in the interest of service user safety and shall keep the Authority advised regarding any changes to the service. Access to the Authority shall also be facilitated for service users and, where applicable, their independent representative.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

7.1 The Authority shall be notified of any planned changes to the scope or the function of the service, including changes to the registered manager or the legally responsible person. If a new licence is required as a result, the service provider shall apply for a new licence before the changes take effect.

7.2 The Authority shall be notified if the service needs to move to new premises, and all necessary inspections shall be carried out by the Authority before service users begin making use of the new premises.

7.3 Service users shall be informed that the service is licensed by the Authority and about the Authority's role.

7.4 Service users shall be informed of any planned visits conducted by the Authority and shall be given access to Authority staff while they are on the premises if the service users wish to speak to them. While service users should be given the opportunity to speak to Authority staff, they should be free to decide whether to participate in the inspection or not. Staff shall also be encouraged to speak privately to Authority staff if they wish.

7.5 Service users shall be provided with information regarding how they may make contact with the Authority and advised that they may also submit feedback to the Authority.

## **STANDARD 5: PHYSICAL ENVIRONMENT**

### **STANDARD STATEMENT:**

This Standard sets out the requirements for the premises within which the day care centre is provided. In addition to being safe and structurally sound, the building shall be physically accessible and large enough to comfortably accommodate the attending service users and host the planned activities.

### **QUALITY INDICATORS:**

1. The day care centre shall be provided from premises which are convenient for service users, accessible, well-maintained, well-lit, well-ventilated and spacious enough to comfortably accommodate all attending service users. Services shall provide, at a minimum, an area which can be used for socialising and for activities, seating, a food preparation area, and a separate office for staff.
2. The day care centre shall provide a welcoming and age-friendly space, with facilities suitable for the activities being provided and appropriate for older persons.
3. The day care centre's physical environment shall be designed and equipped in a way which facilitates navigation and orientation for persons living with dementia, taking into consideration the sensory, cognitive, and physical impairments which service users may experience.

## **QUALITY INDICATOR 1:**

**1.0 QUALITY INDICATOR:** The day care centre service shall be provided from premises which are convenient for service users, accessible, well-maintained, well-lit, and well-ventilated and spacious enough to comfortably accommodate all attending service users. Services shall provide, at a minimum, an area which can be used for socialising and for activities, seating, a food preparation area, and a separate office for staff.

## **PERFORMANCE INDICATORS:**

1.1 The service provider shall ensure that when acquiring premises to be used for day care, these shall be centrally located and accessible on foot or by public transport, particularly where transport is not provided as part of the service.

1.2 Day care centre services shall provide seating and tables that can comfortably accommodate all service users.

1.3 The premises shall include:

1.3.1 a space large enough to hold activities;

1.3.2 space for service users to sit, which may be used for socialising and for eating;

1.3.3 a food preparation area, equipped depending upon the type of food being provided;

1.3.4 a separate office for staff; and

1.3.5 accessible toilets.

1.4 The catering facilities and equipment shall be adequate for the number of service users and the type of food or snacks being provided. Services that provide only snacks or the option to reheat food brought by the service user may require only refrigerator facilities,

toasters, and microwaves, whilst services preparing full meals on the premises may require a fully equipped kitchen.

- 1.5 While eating, service users shall be seated in small groups. Staff shall have a clear sight of each service user and shall be able to reach them quickly in case of incidents such as choking.
- 1.5 Toilets shall be lockable to ensure privacy. Locks and handles on the doors shall be easy to operate and shall allow staff to gain access in case of emergency.
- 1.6 The layout of the premises shall reduce physical barriers in order to allow safe ambulation.
- 1.7 Natural light shall be utilised throughout the premises. Where this is not possible, adequate warm white light shall be provided.
- 1.8 The premises shall be well-ventilated, including windows that open and are fitted with safety features.
- 1.9 Premises shall be equipped with heating and cooling systems, which are used according to the season.
- 1.10 Where the service is not located at street level, it shall be equipped with at least one lift.
- 1.11 Space shall be provided for service users to keep walkers or other assistive equipment without cluttering the main area or posing a tripping hazard.
- 1.12 Newly-licenced day care centres, or licenced services moving to new premises, shall be designed in a way which avoids long corridors or repetition within the environment. The Authority recommends that day centres be designed in a way which avoids dead ends and ensures a safe, circular route for persons who walk with purpose.

- 1.13 Maintenance of the premises shall be undertaken as required, and a record of all completed and scheduled maintenance kept.
- 1.14 Toilets shall be accessible, clearly marked and conveniently located, within easy distance from service users' activity areas.
- 1.15 Toilets shall have suitable hand washing and drying facilities to reduce the spread of infection.

## **QUALITY INDICATOR 2:**

**2.0 QUALITY INDICATOR:** The day care centre shall provide a welcoming and age-friendly space, with facilities suitable for the activities being provided and appropriate for older persons.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

- 2.1 The décor within the day care centre shall be suitable for older persons. Where possible, the service provider shall display items made or chosen by the service users.
- 2.2 Day care centre shall provide seating and tables which can comfortably accommodate all service users, including wheelchair users.
- 2.3 The positioning of furniture, fittings, and any aids shall take into account the mobility needs of service users.
- 2.4 Service users shall be able to access an internet network within the premises.
- 2.5 All signage within the premises shall utilise contrast and large fonts for legibility.

### **QUALITY INDICATOR 3:**

**3.0 QUALITY INDICATOR:** The day care centre’s physical environment shall be designed and equipped in a way which facilitates navigation and orientation for persons living with dementia, taking into consideration the sensory, cognitive, and physical impairments which service users may experience.

### **PERFORMANCE INDICATORS:**

- 3.1 The day care centre shall be designed in a way that is dementia-friendly, including the use of colour and contrast, signage and cues, and avoidance of design features that use patterns or create shadows, glare, or reflections. Annex II provides a list of requirements and indicative ways in which these may be met, but the Authority will assess each service on a case-by-case basis, particularly for services licenced prior to the introduction of these Social Regulatory Standards.
- 3.2 Management shall provide space for service users’ personal belongings to be kept during the day to avoid these causing clutter or safety hazards.
- 3.3 The day care centre shall display cues to help service users orient themselves and find their way around the premises.
- 3.4 All signage within the premises shall utilise contrast and large fonts for legibility. The Authority recommends that signage in key areas shall display both text and images to help service users find their way around.
- 3.5 Service users as a group and individually shall be encouraged to make items for display within the day care centre and to personalise the environment.
- 3.6 The environment within the day care centre shall be calm and minimise service users’ exposure to unnecessary stimuli such as crowding, patterned surfaces, clutter, and noise, to avoid causing over-stimulation.

- 3.10 The day care centre shall be kept free of clutter and of potential tripping hazards.
- 3.8 Seating provided within the day care centre shall be appropriate for service users' physical needs, including but not limited to high-back adjustable height, adjustable arms, and adjustable seating. The Authority recommends that seating types be movable to allow service users to have a choice over seating arrangements.
- 3.9 Any table settings (including but not limited to cutlery, crockery, and table mats) shall be in colours that contrast with the table.
- 3.10 Where the service provider uses assistive and/or automated technologies (such as, but not limited to, sensors which detect motion and switch on lights accordingly), these shall be used with caution as they may startle or confuse service users.

## **STANDARD 6: SERVICE PROVISION**

### **STANDARD STATEMENT:**

This Standard ensures that the day care centre service operates fairly and transparently, without placing unnecessary financial pressure on service users. As part of this, all service users shall be given a service agreement which clearly sets out all rights, costs and obligations involved when making use of the day care centre.

### **QUALITY INDICATORS:**

1. The service provider shall ensure that the service user is given information regarding any costs, conditions, and obligations associated with making use of the day care centre. The service user shall be required to sign a written service agreement indicating their acceptance of these conditions and shall be provided with a copy. Any changes to this agreement shall also be documented and signed by the service provider and the service user.
2. The service provider shall ensure that where demand for the service is greater than the number of spaces available, a waiting list shall be established for prospective service users and may use a roster to accommodate the maximum possible number of service users. Prospective service users shall be made aware of the service's eligibility criteria and, if their application is refused, shall be given a justification for the refusal.
3. The service provider shall be mindful that service users may have limited financial means and shall keep the use of the service affordable. Where outings are organised, service users shall be consulted sensitively regarding what would be affordable and shall not be pressured to attend or to subsidise others' attendance.

4. The service provider shall keep detailed records regarding the operations of the service, in line with relevant legislation. Service users, or their independent representative, shall be given access to their personal information upon request.
  
5. The service provider shall advise service users and the Authority of any planned closure in advance. The service provider shall also develop contingency plans which shall minimise the likelihood of any interruptions to the service.

## **QUALITY INDICATOR 1:**

**1.0 QUALITY INDICATOR:** The service provider shall ensure that the service user is given information regarding any costs, conditions, and obligations associated with making use of the day care centre. The service user shall be required to sign a written service agreement indicating their acceptance of these conditions and shall be provided with a copy. Any changes to this agreement shall also be documented and signed by the service provider and the service user.

## **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

1.1 All service users shall be given documentation which clearly indicates their rights and responsibilities when making use of the service, including all terms and conditions and associated costs.

1.2 All service users shall sign a service agreement relating to the older person's use of the day care centre, which shall include:

1.2.1 The date when the agreement is signed;

1.2.2 The date from which the older person is to start making use of the day care centre service;

1.2.3 Any fees payable;

1.2.4 The respective rights and responsibilities of both parties, and conditions associated with the service;

1.2.5 If applicable, the period of time for which the agreement is valid; and

1.2.6 If applicable, conditions under which the service agreement may be terminated by either party, or the obligations of both parties in case of termination.

1.3 If required, the contents of the service agreement shall be explained verbally to the older person before signing.

1.4 The service agreement shall be discussed and signed by both management and the service user before, or on the day that, the older person begins to attend the day care centre.

1.5 The service user shall be given a copy of the signed and dated service agreement.

1.6 Any updates to the service agreement shall be advised beforehand and given to the service user in writing.

1.7 Advance written notice shall be given for any changes in the fees payable.

## **QUALITY INDICATOR 2:**

**2.0 QUALITY INDICATOR:** The service provider shall ensure that where demand for the service is greater than the number of spaces available, a waiting list shall be established for prospective service users and may use a roster to accommodate the maximum possible number of service users. Prospective service users shall be made aware of the service's eligibility criteria and, if their application is refused, shall be given a justification for the refusal.

## **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

2.1 Clear and understandable eligibility criteria shall be defined and made accessible to prospective service users, specifying conditions which would make the service unsafe or inappropriate for the older person.

2.2 If a waiting list is maintained, this shall be managed fairly, and clear indications of waiting times shall be given to prospective service users. The service provider should also have a plan to manage the waiting list and minimise waiting times.

2.3 All applications to make use of the day care centre shall be acknowledged.

2.4 Applications from former service users requesting to re-access the service shall not be refused on the basis of previous termination unless there is a plausible justification.

2.5 Where the service provider is unable to meet the demand for services, attendance on a roster system may be introduced to allow the maximum number of persons to benefit from the service. The Authority recommends that, where this system is used, the service provider also allows some degree of flexibility depending on service user's circumstances.

### **QUALITY INDICATOR 3:**

**3.0 QUALITY INDICATOR:** The service provider shall be mindful that service users may have limited financial means and shall keep use of the service affordable. Where outings are organised, service users shall be consulted sensitively regarding what would be affordable and shall not be pressured to attend or to subsidise others' attendance.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

3.1 Records shall be kept of all service user payments.

3.2 Receipts shall be issued for any payments made to the service provider by service users.

3.3 Staff shall discreetly raise issues of affordability in order to ensure that any activities or outings do not place excessive financial pressure on service users.

3.4 When organising activities or outings that come at an additional cost to the service users, the management shall keep the costs affordable and reasonable for service users. This includes both activities within the day care centre for which service users would be required to purchase expensive materials and outings where service users will pay for transport, entrance fees, and meals.

3.5 On outings, service users shall pay only for what they consume, i.e., no pooling of money or subsidising others.

3.6 Service users shall not be pressured to attend activities against payment.

## **QUALITY INDICATOR 4:**

**4.0 QUALITY INDICATOR:** The service provider shall keep detailed records regarding the operations of the service, in line with relevant legislation. Service users, or their independent representative, shall be given access to their personal information upon request.

### **PERFORMANCE INDICATORS:**

4.1 The service, including all management and staff, shall maintain confidentiality around service users' personal information.

4.2 A record of all persons attending the service and when they attend shall be kept. Staff shall follow up when a service user does not attend as planned without advising otherwise.

4.3 An individual file or record shall be maintained for all service users in either physical or digital form, including all forms, signed agreements, portfolio, any assessments, and other material, including records of any concerns noted and copies of incident reports related to the service user.

4.4 All service user records shall be stored securely, maintained, and disposed of in line with relevant legislation.

4.5 All records held shall be legible, accurate, signed, and dated by the person taking responsibility for the entry.

4.6 Service users shall be advised about the service's policy for accessing and contesting personal data.

4.7 The service user or, with his consent, a person acting on his behalf, shall be given access to the service user's personal record upon request, and may ask for any inaccuracies to be amended.

## **QUALITY INDICATOR 5:**

**5.0 QUALITY INDICATOR:** The service provider shall advise service users and the Authority of any planned closure in advance. The service provider shall also develop contingency plans which shall minimise the likelihood of any interruptions to the service.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

5.1 Service users shall be advised of planned closures or unavailability of the service in a timely manner. Alternative options and/or dates shall be indicated to them if possible.

5.2 Where changes to the service's days and/or hours of operation are planned, both service users and the Authority are to be advised of these in advance.

5.3 If alternative premises are required, the service provider shall be required to inform the Authority in advance so that any inspections may be made prior to use of the premises to host service users.

5.4 In case of emergency closure or unavailability of the day care centre service, service users shall be advised immediately.

5.5 All closures, both planned and unplanned, are to be communicated to the Authority as soon as the need for closure comes to the service provider's attention.

5.6 Contingency plans are developed and reviewed on an annual basis, which will minimise disruption to service users in the event of a health emergency, outbreak of illness, urgent need for maintenance or renovations, closure of the service (whether temporarily or permanently), or other events beyond the service provider's control, including alternative services to meet service user needs. A contingency plan should also be in place to ensure that service is provided to service users in the event of any industrial action.

## **STANDARD 7: SERVICE QUALITY MANAGEMENT**

### **STANDARD STATEMENT:**

This Standard ensures that the day care centre is managed and staffed by persons who are adequately trained and whose suitability to work with older persons has been verified. The day care centre shall operate to high standards of quality and shall document all procedures and actions taken to promote the quality of service.

### **QUALITY INDICATORS:**

1. The service provider shall appoint a person to supervise the operations of the day care centre effectively on a day-to-day basis. and who shall take responsibility for the quality of service provided and for the welfare of service users.
2. The service provider shall ensure that the day care centre's procedures and operations are documented and that clear plans for improving service quality, taking into account the views of all stakeholders, are developed and implemented.
3. The service provider shall ensure that the competence and suitability of all members of staff, including any volunteers, is assessed, including checks of identity and police conduct and verification of qualifications and training. The service provider shall ensure that staff are provided with initial induction, including supervision, during which their skills and ability to work with older persons shall be assessed.
4. The service provider shall ensure that staff are adequately trained and supervised and that they are competent to carry out their assigned tasks.

5. The service provider shall ensure that the service is staffed adequately depending on the number of service users attending, taking into account their level of dependency and the activities planned.

## **QUALITY INDICATOR 1:**

**1.0 QUALITY INDICATOR:** The service provider shall appoint a person to supervise the operations of the day care centre effectively on a day to day basis and who shall take responsibility for the quality of service provided and for the welfare of service users.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

1.1 The recruitment of the supervisor shall follow all vetting procedures specified for staff.

1.2 The supervisor of the day care centre shall be able to demonstrate experience working in a day care centre setting and/or working with older persons.

1.3 Training in management, social care, gerontology, health care, or a related field shall be encouraged.

1.4 The service provider shall provide the supervisor with any training which may be required to fulfil their role, depending on the day care centre and the needs of its service users.

1.5 The service provider shall encourage the supervisor to pursue formal training or qualifications relevant to their role.

1.6 When the supervisor is not available, a member of staff shall be nominated by the service provider to be notified of any incidents and to take responsibility for the service in the supervisor's absence.

1.7 Management may be assigned responsibility for more than one service, provided that the services are adequately staffed and that the supervisor attends all sites regularly, and immediately in case of incidents relating to service user safety and welfare.

## **QUALITY INDICATOR 2:**

**2.0 QUALITY INDICATOR:** The service provider shall ensure that the day care centre's procedures and operations are documented and that clear plans for improving service quality, taking into account the views of all stakeholders, are developed and implemented.

## **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

- 2.1 A manual outlining clear policies and procedures that regulate all operations of the service shall be in place, with all staff given copies and training on these as part of their induction.
- 2.2 The service's policies and procedures shall be accessible to service users upon request.
- 2.3 Policies and procedures shall be reviewed and updated at least on an annual basis, in light of changing legislation and good practice advice. Updates shall also be carried out in response to any incidents or feedback, if required. All policies and procedures shall indicate dates of issue, review, and revision.
- 2.4 Staff shall be informed in writing regarding any changes to established policies and procedures, and of any new policies and procedures being introduced.
- 2.5 Staff shall be given guidance regarding matters and concerns which should be reported urgently to the service manager and the manner in which these should be communicated.
- 2.6 Service users shall be involved in the running of the service and given opportunities to influence the way the service is delivered, including making suggestions for improvement and expressing their views regarding the programmes of activities.
- 2.7 The quality of service provided shall be evaluated at least once per year, with the involvement of key stakeholders.

- 2.8 Management shall collect service users' views regarding the service in a formal manner at least once per year, and on an informal basis according to need.
- 2.9 The service's record of complaints shall be referred to as part of reviews regarding the quality of service.
- 2.10 An annual development plan for the day care centre shall be drawn up as a result of the review of quality of service.

### **QUALITY INDICATOR 3:**

**3.0 QUALITY INDICATOR:** The service provider shall ensure that the competence and suitability of all new members of staff, including any volunteers, is assessed, including checks of identity and police conduct and verification of qualifications and training. The service provider shall ensure that staff are provided with initial induction, including supervision, during which their skills and ability to work with older persons shall be assessed.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

3.1 A thorough, documented, and transparent recruitment procedure shall be followed at all times in order to ensure the protection of service users.

3.2 All staff and volunteers working within the day care centre shall be recruited and selected following a thorough process which includes:

3.2.1 Verification of identity;

3.2.2 Verification of any qualifications or training.

3.2.3 Verification of a clean, valid, police conduct; and

3.2.4 Verification of registration on professional registers and/or warrant, if required for the role.

3.3 All staff shall be required to be literate, numerically literate, and computer-literate.

3.4 Prior to employing new staff, management shall carry out any necessary checks to ensure the person is suited to working with older persons.

- 3.5 All staff and volunteers working within the day care centre shall be required to hold at least an MQF Level 3 qualification in a field related to health or social care, gerontology, or working with older persons.
- 3.6 All police conduct certificates are required to be updated on a yearly basis.
- 3.7 All new staff members shall be provided with structured induction training, including an introduction to the service and to service users, and provision and/or verification of basic skills.
- 3.8 All new staff members shall be supervised until the management is assured of their capability to work independently.
- 3.9 Nurses recruited are to be registered with the Council of Nurses and Midwives.
- 3.10 When staff members have particular skills which may be of benefit to service users, they shall be encouraged to use these for the benefit of the day care centre's service users.

## **QUALITY INDICATOR 4:**

**4.0 QUALITY INDICATOR:** The service provider shall ensure that staff are adequately trained and supervised and that they are competent to carry out their assigned tasks.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

4.1 The supervisor shall identify the training needs for individual staff and shall make arrangements for training as required.

4.2 All staff shall be trained in providing first aid.

4.3 All staff members who may be involved in handling food, including snacks, shall be required to hold a valid food handling accreditation.

4.4 Staff and volunteers shall be given basic training in mental health awareness. Management and supervisory staff shall be required to undertake accredited training in mental health first aid.

4.5 All staff are to be given regular moving and handling training and refresher courses.

4.6 Staff who are not able to communicate in Maltese shall be required to follow a basic proficiency course in the Maltese language.

4.7 All necessary refresher training shall be provided to staff, including provision of continuous professional development activities.

4.8 The service provider shall maintain a record of all training and professional development activities followed by staff.

## **QUALITY INDICATOR 5:**

**5.0 QUALITY INDICATOR:** The service provider shall ensure that the service is staffed adequately depending on the number of service users attending, taking into account their level of dependency and the activities planned.

### **PERFORMANCE INDICATORS:**

The licence holder shall ensure that;

5.1 The day care centre shall have sufficient staff on duty at all times, commensurate with the needs of the service users, the size and layout of the premises, and the activities being undertaken. This may include the presence of additional staff to assist on outings if required.

5.2 All management, staff, and volunteers shall wear service provider-issued identification tags indicating their name and role at all times.

5.3 All staff shall be encouraged to undertake first aid training. There shall be at least one qualified first aider present at all times.

5.4 When planning staff rosters, care shall be taken to ensure that, at all times, there are staff present who can communicate in English and staff who can communicate in Maltese, to ensure that service users can speak in either of the two languages as they wish.

5.5 A record shall be kept of all staff working each day, and in what capacity.

## ANNEX I: PERSONAL PROFILE TEMPLATE

<b>MY NAME</b> My Gender	
<b>MY DETAILS</b>	<b>EMERGENCY INFORMATION</b>
Address	
Contact Details	
Birthday	
<b>MY DIETARY REQUIREMENTS</b>	
I am allergic to...	
I do not eat...	
I like to eat...	
How I take my tea/coffee...	
<b>ABOUT ME</b>	
Before I retired, I used to...	What I would like to do while attending the day care centre...
My interests are...	While attending the day care centre, I would not like to...
I've always wanted to learn to...	The people who are important to me are...
<b>WHAT DO I WANT FROM STAFF?</b>	
How best to communicate with me...	
Do I have any mobility or care needs?	
How do I prefer these to be provided?	
<b>OTHER IMPORTANT INFORMATION FOR STAFF</b>	

## **Annex II: Dementia-Friendly Environment**

### **Requirement:**

Provide an environment that is calm and that minimises acoustic disturbance.

### **Suggestions:**

- Avoid setting new services up close to predictable sources of noise generation or disturbance;
- Locate areas frequently by service users away from sources of noise generation or disturbance (both internal and external); and
- Use of acoustic insulation (double or triple glazing).

### **Requirement:**

Keep a familiar environment.

### **Suggestions:**

- Use traditional and/or familiar building styles as far as possible;
- Fittings which are familiar, intuitive, and simple to use; and
- Allow service users to carry out tasks and activities that they are used to doing.

### **Requirement:**

Provide an environment that facilitates service user orientation, enhances their ability to find their way around, and does not confuse or disorient them.

### **Suggestions:**

- Large-format signage, communicating key information in an understandable manner (including the use of easy-to-read graphics or familiar symbols, use of contrasting colours, use of non-reflective surfaces);
- Use of firm, non-slip, and non-reflective surfaces;

- Use of plain-coloured floors with matt finishes, which reduce glare and shine;
- No sudden changes of flooring (including type, colour or tone);
- Use of contrasting colours or tones to allow service users to distinguish floors from walls. If skirting boards are used, these should also be used to provide visual contrast;
- Visual cues;
- Avoidance of patterns which may be difficult for persons with visual impairment;
- Avoidance of visual clutter;
- Removal of tripping hazards or obstacles;
- Creation of distinct and recognisable spaces within the day care centre, and avoiding repetitive elements;
- Cues to make persons aware of ramps, steps, and landings (placing in a logical location, good visual contrast, clear signage, contrast strips). Handrails may also act as a visual cue, highlighting the location of ramps or stairs and a reminder of how to use these;
- Provision of ramps as an alternative to steps;
- Sturdy handrails, with wooden or plastic-coated rails, are suggested rather than steel, which may be cold or uncomfortable for service users or which may act as a reflective surface. Handrails shall contrast visually with the background;
- Mirrors, or potentially reflective surfaces, should be used with great caution; and
- De-emphasising dangerous or off-limit areas through a lack of contrast.

**Requirement:**

Provide appropriate lighting.

**Suggestions:**

- High levels of lighting, using natural and/or artificial lighting depending upon the building. All lighting should be even to avoid creating shadows;
- Where artificial lighting is used, this should create even illumination, which reduces the effects of glare, excessive reflections, or shadows;
- Minimising glare or reflection from windows;
- Illumination of key areas such as paths, doorways, and stairs; and

- Limiting the use of automatic or sensor-activated lighting.

### **Annex III: Service User's personal file**

- The management shall ensure that the following documents will be included in the service user's personal file:
- The initial assessment report;
- A report on the assessment of the service user's level of independence in various activities;
- A report on the assessment of the service user's strengths, limitations, and his/her needs; and
- Information about the service user's personal, social, and medical history.

## **Annex IV: Manual of Policies and Procedures**

The management shall develop policies and procedures that cover all areas of the day centre service. The below is a non-exhaustive list of policies and procedures that should be included in the manual.

### **1.0 OPERATIONAL POLICIES AND PROCEDURES**

1.1 Confidentiality policy;

1.2 Data Protection policy:

1.2.1 Record keeping and access to records;

1.2.2 Incident reports;

1.2.3 Data retention policy;

1.3 Admission and termination;

1.5 Initial and subsequent assessments;

1.6 Health and well-being;

1.7 Allegations of abuse and harassment in care;

1.8 Allegations of bullying in care;

1.9 Reverse abuse by the service user on the day care centre staff;

1.10 Equality and diversity;

1.11 Complaints and feedback procedure;

1.12 Spot checks, CCTV, and monitoring; and

1.13 Self-evaluation of services.

### **2.0 STAFF**

2.1 Staff professional behaviour towards service users, visitors, and co-workers;

2.2 Supervision policy;

## 2.3 Recruitment:

2.3.1 Employment contracts;

2.3.2 Job descriptions;

## 2.4 Training and development plans;

2.5 Staff meetings;

2.6 Complaints by staff;

2.7 Harassment policy; and

2.8 Housekeeping.

## **3.0 HEALTH & SAFETY**

3.1 Injuries;

3.2 Administration of medicine;

3.3 Manual handling procedures;

3.4 Risk assessment and management of risk;

3.5 Infection control;

4.0 Emergency procedures;

4.1 First aid;

4.2 Emergency management and evacuation;

4.3 Fire emergency procedures; and

4.4 Medical emergency.

## **5.0 Day Care Centre Procedures**

5.1 Designated smoking areas;

5.2 Transportation;

5.3 Maintenance and certification of equipment; and

5.4 Food preparation and handling.