

Anchor Excellence

LEADERS ENABLING LEADERS

Anchor Engage

Consumer engagement, co-design and feedback is essential for success as an Approved Provider. Consumer participation in standardised surveys is showing insufficient information to really inform the service of the lived experiences of consumers.

A multifaceted approach that links direct feedback through personalised phone calls, zoom meetings, and consumer engagement strategies within the home, equip the service with the level of knowledge that makes a real and lasting positive impact to the consumers quality of life.

This program provides an expert led and personalised service of direct engagement.

Why AnchorEngage?

- Expert support that engages consumers and their representatives in feedback that will directly improve their lived experience and your operations
- Provide vital insights that will contribute in the development of a genuine co-designed model of care
- Independent review, support and guidance when the home is having high volumes of complaints
- Analysis of systemic issues and support in building more robust governance systems
- Preparation for accreditation informing the home and the leadership team of opportunities
- Support, guide and advise the leadership team align with the Aged Care Quality Standards and strengthen the relationship with consumers
- Prioritise critical areas to include in the plan for continuous improvement (PCI) based on proof of evidence
- Provide an evidence base for your compliance to the Aged Care and NDIS Standards



What's included?

- Personalised scheduled calls following a tried and tested format
- 100% sample size of consenting participants
- All calls are documented
- Urgent matters are escalated to the management for immediate response
- A qualitative and quantitative report generated at conclusion for the AP to inform an improvement plan

What are the benefits?

- Independent reviews of the lived experience based on current feedback facilitated by an experienced aged care leader
- Strengthen the service's operation to meet compliance requirements.
- Alleviate and manage risks through early identification of substandard care and support.
- Build the leadership team's expertise in co-design and partnership in care models of service delivery

How we work with **you.**

- Anchor Excellence will request the contact details of target residents and representatives and provide a template communication to be sent out with a link to the online booking service
- Detailed record keeping of the feedback following an agreed framework of questions
- Detailed report provided with key themes and areas for focused improvement

Contact Us

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