ACDMA Aged Care Services

Performance Report

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CANLEY VALE NSW 2166
Phone number: 02 9754 1343

**Commission ID:** 0365

**Provider name:** Australian Chinese & Descendants Mutual Association Ltd

**Assessment Contact - Site date:** 3 November 2020

**Date of Performance Report:** 21 December 2020

# Publication of report

This Performance Report **may be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(g) | Compliant |

# Detailed assessment

This performance report details the Commission’s assessment of the provider’s performance, in relation to the service, against the Aged Care Quality Standards (Quality Standards). The Quality Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

The following information has been taken into account in developing this performance report:

* the Assessment Team’s report for the Assessment Contact - Site; the Assessment Contact - Site report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.
* the provider’s response to the Assessment Contact - Site report received 23 November 2020

# STANDARD 3 Personal care and clinical care

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – their care plans and assessments were reviewed, and staff were asked about how they ensure the delivery of safe and effective care for consumers. The team also examined relevant documents.

Overall, the sampled consumers considered that they receive personal care and clinical care that is safe and right for them including managing infection related risks.

For example:

* A consumer said they are looked after very well; they get their medications on time and staff often attends to their care needs in a prompt manner.
* The organisation’s approach to assessment and planning in managing infection related risks, supports the desired outcomes for consumers. The service implements standard and transmission-based infection control processes in minimising infection related risks for consumers and adopts practices to promote the appropriate use of antibiotics.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(g) Compliant

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

The Assessment Team found that the service demonstrated effective minimisation of infection related risks through implementing standard and transmission-based precautions to prevent and control infection; and practices to promote appropriate antibiotic prescribing and use, to support optimal care, and reduce the risk of increasing resistance to antibiotics.

Management and staff demonstrated a good understanding of antimicrobial stewardship, including practical strategies to minimise the use of antibiotics and if required, ensuring appropriate usage. Where consumers are at high risk of infection due to the use of IDC's and fistula sites for haemodialysis, the service has developed comprehensive management plans which include the use of allied health expertise as needed. Care staff were able to describe practical strategies used to avoid infections including hand hygiene, and minimising cross infection, encouraging fluids and maintaining hydration for consumers, especially those who experience recurrent urinary tract infections.

The approved provider submitted a response to the Assessment Teams report which included some clarification regarding details contained within the report; and further information about steps taken by management in response to the Assessment Teams feedback.

For the requirement the service demonstrates effective minimisation through implementing standard and transmission-based precautions to prevent and control infection; and practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics, I find this requirement compliant.

# Areas for improvement

There are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards. The provider is, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.