ACH Group Residential Care - Yankalilla Centre

Performance Report

175 Main South Road
YANKALILLA SA 5203
Phone number: 08 8558 0020

**Commission ID:** 6196

**Provider name:** Aged Care & Housing Group Inc

**Assessment Contact - Site date:** 8 March 2022

**Date of Performance Report:** 4 April 2022

# Performance report prepared by

Michelle Glenn, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |

# Detailed assessment

This performance report details the Commissioner’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 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 consumers, staff and management;
* the provider’s response to the Assessment Contact - Site report received 24 March 2022;
* the Infection Control Monitoring checklist conducted as part of the Assessment Contact – Site undertaken 8 March 2022; and
* the Performance Report dated 7 September 2021 for the Assessment Contact – Site undertaken 4 August 2021.

# STANDARD 2 Ongoing assessment and planning with consumers

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

The Assessment Team assessed Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers as part of the Assessment Contact. All other Requirements in this Standard were not assessed, therefore, an overall rating of the Standard is not provided.

Requirement (3)(a) in this Standard was found Non-compliant following an Assessment Contact undertaken 4 August 2021 where it was found the service did not demonstrate that assessment and planning processes, including in relation to consumers’ risks, were effective. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified at the Assessment Contact and have recommended Requirement (3)(a) met.

I have considered the Assessment Team’s findings, the evidence documented in the Assessment Team’s report and the provider’s response and based on this information, I find Aged Care & Housing Group Inc, in relation to ACH Group Residential Care - Yankalilla, Compliant with Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers. I have provided reasons for my finding in the specific Requirement below

**Assessment of Standard 2 Requirements**

**Requirement 2(3)(a) Compliant**

*Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.*

The service was found Non-compliant with Requirement (3)(a) following an Assessment Contact undertaken 4 August 2021 where it was found the service did not demonstrate that assessment and planning processes, including in relation to consumers’ risks, were effective. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Adjusted the Skin integrity assessment to provide further clarification and guidance to support staff.
* Developed Skin integrity and wound management work instructions which includes prompts for identification of risk in relation to wounds and skin integrity.
* Reviewed the Wound care policy to include increased frequency of monitoring and photographing of wounds.
* Developed Pain management work instructions which include how to identify pain, screening process to determine who is at risk of pain, barriers to the identification, assessing and prompts for identifying pain.
* Engaged a Wound specialist for consultation for complex wounds.
* Provided wound training to all clinical staff. All nursing staff have completed a competency in wound management.
* Education provided to care staff in relation to identifying wounds or abnormalities to support early reporting to registered staff.
* Introduced an Identified change and Incident alert form which is completed where a consumer’s condition has deteriorated and/or changed or an incident has occurred.
* Developed a Return from hospital checklist to assist staff to complete the relevant suite of assessments on re-entry to the service.
* Updated the Admission checklist to facilitate prompts for staff to commence assessments and provide information to the consumer and their representative about the facility and its processes.
* Introduced a Resident of the day process to facilitate a mini-care plan review and seek consumer feedback.

The Assessment Team provided the following evidence and information collected through interviews and documents which are relevant to my finding in relation to this Requirement:

* Overall, sampled consumers considered that they feel like partners in the ongoing assessment and planning of their care and services. Two consumers confirmed they are involved in care planning to some extent and another consumer said staff talk to them about their care. One consumer said risks relating to life choices, including declining medical intervention for wound care are discussed with them.
* Entry and ongoing review processes, validated risk tools, referrals to specialists services and access to Medical officers assist the service to identify and plan a coordinated approach for care delivery for consumers, including consideration of risks to consumers’ health and well-being.
* A sample of four care files demonstrated comprehensive assessment and planning, including consideration of risks to consumers’ health and well-being. All care files demonstrated a range of validated risk assessment tools are used to assess and manage a range of risks and contribute to the overall provision of safe and effective care.
* The provider’s response provided included further clarification in relation to two consumer files highlighted in the Assessment Team’s report. This information has been considered.
* Registered staff described how they use assessment tools to plan and inform how care staff deliver safe and effective care.
* Three registered staff described improvements in wound management protocols, Resident of the day processes, skin assessments and tools to prompts them to undertake assessments on entry and upon return to the service.
* Care staff described consumers’ care needs and strategies to manage their pressure area care that was consistent with information documented in consumer files.

For the reasons detailed above, I find Aged Care & Housing Group Inc, in relation to ACH Group Residential Care - Yankalilla, Compliant with Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers.

# 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.