Advantaged Care at Edensor Gardens

Performance Report

39 Sweethaven Road
EDENSOR PARK NSW 2176
Phone number: 02 9774 6777

**Commission ID:** 1090

**Provider name:** Advantaged Care 4 Pty Limited

**Assessment Contact - Site date:** 1 September 2020

**Date of Performance Report:** 29 September 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 |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(d) | 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

# 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 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.*

Overall sampled consumers considered that they have confidence in the organisation’s ability to manage an infectious outbreak. Comments from consumers about their experiences of infection management and control were positive and showed a high level of confidence in staff. For example, one consumer interviewed confirmed they had been tested and have been through the process of isolation to ensure they are free of COVID-19.

Staff interviewed could explain strategies employed at the service to minimise the use of antibiotics. For suspected urinary tract infection these strategies include urinalysis carried out at the service, ensuring adequate hydration and checking vital signs to rule out other systemic causes for any changes in behaviour such as delirium. For suspected wound infections swabs are sent to pathology prior to antibiotics being considered and to ensure the correct dosage should they be prescribed. Staff interviewed confirmed they have been trained in infection control and COVID-19. One stated they have ongoing training at handover to ensure they follow the correct procedures.

# STANDARD 8 Organisational governance

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(d) Compliant

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can.*

The organisation provided a documented risk management framework, including policies that relate to:

1. high impact or high prevalence risks associated with the care of consumers is managed
2. The abuse and neglect of consumers is identified and responded to
3. consumers are supported to live the best life they can.

Staff were asked whether these policies had been discussed with them and what they meant for them in a practical way. Staff had been educated about the policies and were able to provide examples of their relevance to their work.

# 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.