Aegis Lincoln Park

Performance Report

21 Wright Street
HIGHGATE WA 6003
Phone number: 08 9328 4162

**Commission ID:** 7066

**Provider name:** Aegis Aged Care Group Pty Ltd

**Assessment Contact - Site date:** 25 August 2020

**Date of Performance Report:** 19 October 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)(a) | Compliant |
| Requirement 3(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.
* The Approved Provider did not submit a response to the Assessment Team’s report.

# 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

The Assessment Team assessed Requirements (3)(a) and (3)(d) in this Standard, all other Requirements in this Standard were not assessed. An overall assessment of this Standard was not completed at this Assessment Contact.

The Assessment Team have recommended Requirements (3)(a) and (3)(d) in this Standard as met. The Approved Provider did not provide a response to the Assessment Team’s report.

Based on the Assessment Team’s report I find the Approved Provider, in relation to the service, Compliant with Requirements (3)(a) and (3)(d) in this Standard. I have provided reasons for my decision below.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(a) Compliant

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

The Assessment Team found the service was able to demonstrate consumers receive safe and effective personal care and clinical care. Additionally, clinical, care and allied health staff demonstrated they provide care that is best practice, tailored to consumers’ needs and optimises consumers’ health and well-being. The Assessment Team provided the following findings and evidence relevant to my decision:

* The Assessment Team found consumers interviewed indicated they are satisfied with the care they receive and that the care meets their needs and preferences.
* Staff interviewed were able to describe individual needs for consumers and indicated consumers’ care is reviewed through monthly evaluation processes.
* The Assessment Team found care planning documents sampled reflect individualised care is provided and when there are changes in consumers’ health or preferences care documents are updated to reflect current care.
* The service uses best practice assessment forms to support effective monitoring of consumers.
* The Assessment Team provided examples of a consumer who was identified at being at risk of weight loss and the actions taken to ensure appropriate and effective care and interventions were implemented.

For the reasons detailed above, I find Aegis Aged Care Group Pty Ltd, in relation to Aegis Lincoln Park, are Compliant with Standard 3 Requirement (3)(a).

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

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

The Assessment Team found the service has guidelines to inform staff of appropriate steps to recognise and respond to deterioration or change of consumers’ physical, cognitive or mental functions. The Assessment Team provided the following findings and evidence relevant to my decision:

* The Assessment Team provided two examples of consumers who had either an acute or gradual deterioration in their health and provided evidence which demonstrated staff recognised and responded to the changed condition in a timely and appropriate manner.
* A representative of a consumer interviewed indicated the service has been providing regular updates and communication in relation to the consumer’s deterioration in health. They stated the staff are caring and look after the consumer well.
* The registered nurse interviewed was able to demonstrate the documents used to monitor consumers’ deterioration in health and was able to describe actions taken to a consumer who had an acute deterioration on the day of the assessment contact.
* The organisation has guidelines for staff in relation to managing deterioration and escalation practices, including assessment processes. The Assessment Team reviewed three assessments completed following staff reporting to the registered nurse that a consumer was finding it difficult to breathe.

For the reasons detailed above, I find Aegis Aged Care Group Pty Ltd, in relation to Aegis Lincoln Park, are Compliant with Standard 3 Requirement (3)(d).

# 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.