Ainsley Nursing Home

Performance Report

23A-25 Grantham Street
BURWOOD NSW 2134
Phone number: 02 9744 8079

**Commission ID:** 2004

**Provider name:** Siva Kolunthu Pty Limited

**Assessment Contact - Site date:** 27 July 2020

**Date of Performance Report:** 23 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Non-compliant** |
| Requirement 2(3)(b) | Non-compliant |
| **Standard 3 Personal care and clinical care** | **Non-compliant** |
| Requirement 3(3)(a) | Non-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 and consumers/representatives.
* The provider’s response to the Assessment Contact - Site report received on 17 August 2020.

# STANDARD 2 NON-COMPLIANTOngoing 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

To understand the consumer’s experience and how the organisation understands and applies one requirement within this Standard, the Assessment Team sampled the experience of consumers – reviewing their care planning documents in detail and interviewing staff about how they use care planning documents and review them on an ongoing basis.

Review of consumer care and service records, interviews with management and staff, observations made, and other records shows that consumer assessment and planning does not consistently identify and address the consumer’s current needs, goals and/or preferences. This relates to care broadly and to advance care/end of life planning specifically.

One (1) requirement was assessed and I have found it to be non-compliant. A decision of non-compliant in one or more requirements results in a decision of Non-Compliant for the Quality Standard.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(b) Non-compliant

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

The Assessment Team found that consumer assessment and planning does not consistently identify and address the consumer’s needs, goals and preferences. This finding related to both advanced care/end of life planning and care generally, including follow up on assessments, assessment and care planning consultation with consumers, response to behavioural incidents, monitoring the impact of the use of psychotropic medications, the effectiveness of alternate interventions to restraint undertaken and management of skin integrity.

In its response the approved provider gave some clarity on issues related to activities and use of bedrails, however I am of the view that information does not affect the team’s findings as set out above. The approved provider advised of a number of continuous improvement activities, including review of all care plans and roll out of a new client information system in mid-September 2020. While I acknowledge these improvements, I consider that at the time of the Assessment Contact the approved provider could not demonstrate it was compliant with this requirement.

I find that the approved provider is non-compliant with this requirement.

# STANDARD 3 NON-COMPLIANTPersonal 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 one of 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.

Some consumers (or a representative on their behalf) were satisfied with the personal and clinical care provided, but others were not or provided information indicating a concern about their care and services.

One (1) requirement was assessed and I have found it to be non-compliant. A decision of non-compliant in one or more requirements results in a decision of Non-Compliant for the Quality Standard.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(a) Non-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 that review of consumer care and service records, interviews with management and staff, observations made, and other records showed that consumers do not get safe and effective clinical care that is best practice and tailored to their needs or which optimises their health and well-being. This relates to pain management, skin care and wound management, medication management, management of chemical restraint, and control of transmissible infection.

In its response the approved provider submitted information seeking to clarify details of skin injuries to a named consumer, however I am of the view that information does not affect the team’s findings as set out above. The approved provider advised of a number of continuous improvement activities, including education to staff, implementation of an improved client information system and review of care plans.

While I acknowledge these improvements, I consider that at the time of the Assessment Contact the approved provider could not demonstrate it was compliant with this requirement.

I find that the approved provider is non-compliant with this requirement.

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

**Standard 2**

### Requirement 2(3)(b)

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

* Ensure assessment and planning identifies and addresses consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes
* Implement a system that ensures that assessment and planning is an ongoing process

**Standard 3**

### Requirement 3(3)(a)

*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.*
* Ensure each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that is best practice, tailored to their needs and optimises their health and well-being, including but not limited to pain management, skin care and wound management, medication management, management of chemical restraint and control of transmissible infections.

# Other relevant matters

On 10 January 2020 following a Review Audit the provider was assessed as non-compliant with the following requirement(s) of the Quality Standards; these non-compliant requirements were not assessed during this performance assessment:

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| **Standard 1 Consumer dignity and choice** |
| * Requirement 1(3)(a)
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| * Requirement 1(3)(c)
 |
| * Requirement 1(3)(f)
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| **Standard 2 Ongoing assessment and planning with consumers** |
| * Requirement 2(3)(b)
 |
| * Requirement 2(3)(c)
 |
| * Requirement 2(3)(d)
 |
| * Requirement 2(3)(e)
 |
| **Standard 3 Personal care and clinical care** |
| * Requirement 3(3)(b)
 |
| * Requirement 3(3)(c)
 |
| * Requirement 3(3)(d)
 |
| * Requirement 3(3)(f)
 |
| **Standard 4 Services and supports for daily living** |
| * Requirement 4(3)(c)
 |
| * Requirement 4(3)(f)
 |
| **Standard 5 Organisation’s service environment** |
| * Requirement 5(3)(a)
 |
| * Requirement 5(3)(b)
 |
| **Standard 6 Feedback and complaints** |
| * Requirement 6(3)(c)
 |
| * Requirement 6(3)(d)
 |
| **Standard 7 Human resources** |
| * Requirement 7(3)(a)
 |
| * Requirement 7(3)(b)
 |
| * Requirement 7(3)(c)
 |
| * Requirement 7(3)(e)
 |
| **Standard 8 Organisational governance** |
| * Requirement 8(3)(a)
 |
| * Requirement 8(3)(b)
 |
| * Requirement 8(3)(c)
 |
| * Requirement 8(3)(d)
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