Allambee Nursing Home Kingston Centre

Performance Report

400 Warrigal Road
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**Commission ID:** 3373

**Provider name:** Monash Health

**Assessment Contact - Site date:** 1 March 2021

**Date of Performance Report:** 23 April 2021

# 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 1 Consumer dignity and choice** |  |
| Requirement 1(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | 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 1 Consumer dignity and choice

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

The overall Quality Standard is not assessed as only one the six specific requirements have been assessed.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(a) Compliant

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

Overall sampled representatives considered that the consumers are treated with dignity and respect, can maintain their identity, make informed choices about their care and services and live the life they choose.

Representative feedback, staff knowledge of consumers and the interactions observed by the Assessment Team demonstrate that each consumer is treated with dignity and respect and their identify, culture and diversity is valued.

Care plans reviewed by the Assessment Team are personalised and include individualised preferences and care needs for each consumer.

# 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 overall Quality Standard is not assessed as only two of the seven specific requirements have been assessed as Compliant.

### 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.*

Consumer files sampled demonstrate that most consumers receive safe and effective personal and clinical care that is tailored to their individual needs, is best practice and optimises their health and well-being.

Documentation evidenced that consumers undergo skin integrity assessments and pressure reliving devices are used and pressure area care is charted for those consumers who have been identified as a high risk of developing pressure injuries. A review of wound care charts show they are being attended to according to the wound care directives. Documentation of wound type and locations could be more consistent.

All consumer files show, and representatives confirmed the service has consulted and explained to them the risks of each of the psychotropic medications prescribed to the consumer. The clinical file reviews demonstrate the appropriate use and review of psychotropic medication.

Progress notes and pain assessments indicate that pain is considered in other life domains and pain management is considered based on the consumer’s needs.

Medication advisory committee meeting minutes for 2020 provided by the service evidence the prescribing, use and minimising of psychotropic medications is an ongoing topic of discussion.

### Requirement 3(3)(b) Compliant

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

For the consumers sampled, clinical processes were observed for most clinical areas. Some examples for different clinical needs demonstrated where there was individualised risk relevant to that consumer and how they are managed by the service.

Staff interviewed described the various interventions and triggers for responsive behaviours.

For the consumers that experienced a change in the care needs as a result of post incident review was completed by medical practitioners, the nurse unit manager and geriatrician.

# STANDARD 7 Human resources

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

The overall Quality Standard is not assessed as only one of the five specific requirements have been assessed.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(a) Compliant

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

Overall sampled representatives considered that the consumers get quality care and services when they need them and from people who are knowledgeable, capable and caring.

Most representatives interviewed did not express any concerns with the staff numbers or care being provided. Overall feedback indicated that the staffing levels were satisfactory, with representatives acknowledging that the role of staff is difficult in this type of service.

# 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.