Ananda Aged Care Findon

Performance Report

2 Malken Way
FINDON SA 5023
Phone number: (08) 8445 9720

**Commission ID:** 6861

**Provider name:** K N H Nominees Pty Ltd

**Assessment Contact - Site date:** 13 August 2020

**Date of Performance Report:** 10 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 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(b) | Compliant |
| **Standard 7 Human resources** | **Compliant** |
| Requirement 7(3)(a) | Compliant |
| **Standard 8 Organisational governance** | **Compliant** |
| 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 consumers, representatives, staff and others.

# STANDARD 3 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

The Quality Standard is assessed as Compliant as one of the seven specific Requirements has been assessed as Compliant. The Assessment Team assessed Requirement (3)(b) in relation to Standard 3. All other Requirements in this Standard were not assessed.

The Assessment Team recommended Requirement (3)(b) in Standard 3 as met. I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 3 and find the service is Compliant with Requirement (3)(b).

Overall, consumers and representatives sampled expressed satisfaction with the way the service manages various aspects of care, including high impact or high prevalence risks.

Staff provided examples of high impact or high prevalence risks associated with the care of consumers. Staff described care strategies relating to skin care, behaviour management, falls prevention and nutrition and hydration for individual consumers in line with documented care plans.

Consumer files viewed by the Assessment Team demonstrated high impact or high prevalence risks are identified, managed, monitored and reviewed. Care files demonstrated appropriate management of various aspects of care, including skin integrity, wounds, pain, behaviours, medication, falls and palliation.

The service has recently implemented Wound care champions who monitor and review wounds. Staff said wounds are reviewed daily, photographed, reviewed by the Medical officer and nominated representatives informed. New policies and procedures have been implemented to guide staff practice.

Monitoring and review processes are in place to ensure effective management of high impact or high prevalence risks associated with the care of each consumer.

For the reasons detailed above, I find K N H Nominees Pty Ltd, in relation to Ananda Aged Care Findon, Compliant in relation to Standard 3 Requirement (3)(b).

### Assessment of Standard 3 Requirements

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

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

# STANDARD 7 COMPLIANTHuman 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 Quality Standard is assessed as Compliant as one of the five specific Requirements has been assessed as Compliant. The Assessment Team assessed Requirement (3)(a) in relation to Standard 7. All other Requirements in this Standard were not assessed.

The Assessment Team recommended Requirement (3)(a) in Standard 7 as met. I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 7 and find the service is Compliant with Requirement (3)(a).

Overall, consumers sampled considered that they generally get quality care and services when they need them and from people who are knowledgeable, capable and caring. The following examples were provided by consumers and representatives during interviews with the Assessment Team:

* there are enough staff to meet consumers’ personal care needs, however, at times there are delays in call bell response times.
* staff are kind and caring and know their job.

There are processes to ensure the workforce is planned to enable safe and quality care and service to all consumers. Staff said they have enough time to complete their work and there are processes to manage staffing short falls. Additionally, staff said they have access to information relating to consumers to enable provision of care and services.

For the reasons detailed above, I find K N H Nominees Pty Ltd, in relation to Ananda Aged Care Findon, Compliant in relation to Standard 7 Requirement (3)(a).

## 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.*

# STANDARD 8 COMPLIANTOrganisational 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

The Quality Standard is assessed as Compliant as one of the five specific Requirements has been assessed as Compliant. The Assessment Team assessed Requirement (3)(d) in relation to Standard 8. All other Requirements in this Standard were not assessed.

The Assessment Team recommended Requirement (3)(d) in Standard 8 as met. I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 8 and find the service is Compliant with Requirement (3)(d).

All consumers sampled considered that the organisation is well run, and they can partner in improving the delivery of care and services. Consumers said they are supported to pursue activities that are important to them and supported to take risks; risks are explained, and dignity of risk forms completed.

The organisation has a governance framework which includes policies and procedures relating to managing high impact or high prevalence risks associated with the care of each consumer, identifying and responding to abuse and neglect and supporting consumers to live the best life they can.

A new electronic system assists the service to manage high impact or high prevalence risks, ensuring staff have access to the most up to date information relating to each consumer’s care and services. Policies and procedures relating to identifying and responding to abuse and neglect are available to guide staff.

Staff interviewed said they have access to policies related to risk mitigation, including management of falls, skin care and nutrition and hydration. Consumers considered high risk are discussed at monthly reviews and meeting forums. Staff also described actions they take in response to identification of consumer abuse and neglect.

For the reasons detailed above, I find K N H Nominees Pty Ltd, in relation to Ananda Aged Care Findon, Compliant in relation to Standard 8 Requirement (3)(d).

## 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.*

# 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.