Anglican Care C A Brown

Performance Report

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**Commission ID:** 2365

**Provider name:** Anglican Care

**Assessment Contact - Site date:** 1 February 2022

**Date of Performance Report:** 10 March 2022

# Performance report prepared by

Gill Jones, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will 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 |

# Detailed assessment

This performance report details the Commissioner’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

To understand the consumer’s experience and how the organisation understands and applies 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.

Overall sampled consumers considered that they receive personal care and clinical care that is safe and right for them.

For example:

Consumers (and representatives on their behalf) interviewed generally agreed they get the care they need. Specific examples include management of pain, mobility and timely response to change in health status, specifically when a consumer transitions to end of life care.

Consumers (and representatives on their behalf) interviewed confirmed they have access to medical practitioners and other health professionals such as physiotherapist, dietician, podiatrist, wound specialist, and geriatrician when they need them.

A review of the consumers care and services plans identified safe and effective care is being delivered by staff. The care and services plans identified consumers’ current care needs and their goals are included in the care and services plan. When needed the care and services plans have been adjusted and updated to reflect consumer’s health needs including changes to their goals and preferences.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

### 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 a review of sampled care and services plans, and clinical documentation, reflected consumers are receiving safe and effective personal and clinical care that is tailored to their needs to optimise health and well-being. All staff are familiar with the care of consumers and are able to discuss their preferences, and personal history with ease. When concern for a consumer is identified, all staff are aware of the procedure to escalate concerns to ensure the best outcome for the consumer’s well-being. Consumers and representatives were satisfied with the personal and clinical care being provided.

I find this requirement compliant.

# 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.