Anglican Care Warnervale Gardens

Performance Report

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**Commission ID:** 0645

**Provider name:** Anglican Care

**Assessment Contact - Site date:** 7 January 2021 to 8 January 2021

**Date of Performance Report:** 6 February 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(d) | 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.
* The response from the approved provider received on 4 February 2021.

# 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 did not assess all requirements of this Standard and therefore an overall compliance rating for the Quality Standard is not provided.

### Assessment of Standard 3 Requirements

### 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.*

Consumers and representatives interviewed by the Assessment Team indicated consumers received ‘wonderful’ care, representatives were informed about the condition of consumers, and they had access to medical officers and other health professionals when they needed it.

The Assessment Team established that the service was recognising and responding appropriately to changes in a consumer’s condition or function. Care planning documentation evidenced the identification and appropriate response to changes. For example, in relation to wound management, the Assessment Team noted frequent dressings had been attended to using best practice products. Digital photography evidenced improvements in the wounds and appropriate skin integrity interventions were in place.

Registered nurses described all appropriate actions needed when changes to a consumer’s condition were identified, such as taking observations, close monitoring, ensuring adequate intake and output, contacting the medical officer and family, assessing for fracture, commencing treatment orders from the medical officer or transferring to hospital if indicated.

The service had policies and procedures and a resource folder that guided staff in managing incidents, such as falls. Education records evidenced eighteen staff at the service attended ‘clinical management after a fall’ training.

# 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 Assessment Team did not assess all requirements of this Standard and therefore an overall compliance rating for the Quality Standard is not provided.

## 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.*

Consumers and representatives said consumers received safe quality care and their needs were being met. All consumers and representatives interviewed were satisfied with the care and services provided by the service.

Staff were employed across a range of roles at the service, including registered nurses, care staff, activities, catering, cleaning, laundry and administration staff. A resident liaison officer was available during weekdays. Position descriptions were in place for all staff across the service.

The numbers and mix of staff were regularly reviewed by the facility manager and a registered nurse to ensure adequate coverage for the delivery of care across the service.

The facility manager advised that since May 2019 the service has increased the number of care staff in the high care areas of the service, increased the number of staff on night shift and recruited a registered nurse to cover weekends. Staff in the low care areas said they had enough time to complete all their tasks while on their allocated shifts.

Staff advised that a registered nurse was not rostered on night shift. However, with access to a registered nurse from another of the organisation’s services, there had not been any problems with registered nurse coverage.

Call bell data sighted by the Assessment Team demonstrated responses by staff to call bells was timely.

# 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.