Arcare Knox

Performance Report

478 Burwood Highway
WANTIRNA SOUTH VIC 3152
Phone number: 03 8805 2000

**Commission ID:** 4052

**Provider name:** Arcare Pty Ltd

**Assessment Contact - Site date:** 15 December 2020

**Date of Performance Report:** 14 January 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)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(b) | Compliant |
| **Standard 8 Organisational governance** |  |
| 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 staff, consumers/representatives and others
* ICM Checklist 15 December 2020.

# 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 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.*

Consumer care files sampled show evidence of personal and clinical care that is safe, effective and tailored to the specific needs of the consumer. Documentation includes input from the clinical lead, medical practitioner, allied health and other specialist services as required. Consumers requiring the use of chemical restraint are effectively assessed and monitored and reviewed according to regulatory requirements.

The service has policies and procedures to guide staff regarding restraint, skin and wound care and pain management. The policies are referenced to best practice.

The service has processes in place to monitor and review consumer quality indicators including use of restraint, use of psychotropic medication, falls management, skin integrity and unplanned weight loss. Monitoring of chemical restraint includes relevant behaviours being addressed, alternatives to restraint, reviews by medical officer and informed consent by representatives.

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

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

Consumers and representatives are satisfied with the management of risks associated with consumer’s care such as falls management and other specialist care. Staff interviews and documentation confirm identification, monitoring and reviewing of consumers with high risks.

Policies and procedures support and guide staff to effectively manage high impact or high prevalence risk of consumers.

Staff practice is guided by the organisational policies and procedures, practice standards and best practice guidelines including for use of restraint, skin integrity and pain management. Information includes referral pathways and resources and equipment to support optimal care.

# 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 and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(b) Compliant

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

The Assessment Team observed staff interactions to be kind, caring and respectful and feedback from representatives described in various ways that staff are kind, caring and gentle when providing care.

A review of the service’s comments and complaints register registered multiple compliments from consumers and representatives relating to care, services and food.

# STANDARD 8 Organisational 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 Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## 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.*

The service has effective risk management systems and practices in place for managing high impact or high prevalence risks, including COVID -19 and identifying and responding to abuse and neglect and supporting consumers to live the best life they can.

The service has processes in place for recording all incidents including compulsory reporting. The organisation’s compulsory reporting policy and procedure, inclusive of flowcharts with hyperlinks to relevant documents for staff to access is available to staff via the organisation’s electronic documentation storage system. The service maintains a compulsory reporting register and staff interviewed were aware of the reporting requirements.

# 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.