Arcare Noosa

Performance Report

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**Commission ID:** 5785

**Provider name:** Arcare Pty Ltd

**Assessment Contact - Site date:** 31 May 2021 to 1 June 2021

**Date of Performance Report:** 20 July 2021

# 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 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)(d) | Compliant |
| **Standard 5 Organisation’s service environment** |  |
| Requirement 5(3)(a) | 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.
* other information and intelligence held by the Commission regarding the service.

# 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 Assessment Team did not access all requirements of this Standard and therefore an overall compliance rating or summary for the Quality Standard has not been provided.

## 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.*

Consumers and representatives said staff are kind, respectful and courteous to consumers. They attend to consumer requests for care in a timely manner and are gentle when providing cares.

Staff demonstrated an understanding of individual consumers background, what was important to them and described how they support consumers to maintain their independence and connection to people of importance.

Care documentation reflected the diversity of consumers and included information specific to the individual consumers.

The Assessment Team observed staff engaging with consumers in a respectful manner, addressing consumers by their preferred names and spending one to one time with consumers.

For the reasons detailed, this requirement is Compliant.

# 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 access all requirements of this Standard and therefore an overall compliance rating or summary for the Quality Standard has not been 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.*

Consumers and representatives expressed satisfaction that consumers received the care they needed and were satisfied with the personal and clinical care provided. They gave examples of how staff ensured the care provided to consumers was right for them, including management of wounds and medication management after a named consumer had returned from hospital.

Staff described consumers’ individual needs and preferences, including examples of the consumers most significant care needs and how these are managed and monitored. Care staff described processes to escalate to senior or registered staff any concerns and to obtain assistance where required.

Care planning documentation reflected individualised consumer care that is safe, effective and tailored to the specific needs and preferences of the consumer.

The Assessment Team reviewed care documentation for consumers prescribed psychotropic medication for the purpose of chemical restraint and established that informed consent and authorisation had been obtained for the use of the psychotropic medication. Consumers residing in the services secure living environment had authorised consents for physical restraint.

The service has policies, procedures and guidelines to support the delivery of care provided including in relation to wound management and pain management. Staff confirmed they have access to this information via the services electronic system.

For the reasons detailed, this requirement is Compliant.

### 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 expressed satisfaction with the care and services that consumers received and said that the service kept them well informed of any changes to consumers’ capacity or condition.

Staff described ways they recognised and responded to a deterioration or change in the consumer’s condition and/or health status, including alerting senior staff, referral to the Medical Officer or transfer to hospital if required. Registered staff said they monitor consumer progress notes to ensure responses to changes in a consumer’s health have been identified and actioned.

The service has a policy to guide staff in relation to recognising and responding to consumer deterioration.

For the reasons detailed, this requirement is Compliant.

# STANDARD 5 Organisation’s service environment

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

The Assessment Team did not access all requirements of this Standard and therefore an overall compliance rating or summary for the Quality Standard has not been provided.

## Assessment of Standard 5 Requirements

### Requirement 5(3)(a) Compliant

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

Consumers and representatives expressed satisfaction with the services living environment and provided examples of how the service environment supported their sense of belonging. One named consumer said that the service was easy to navigate with their mobility aid and the service is kept clean; a second named consumer said they had been able to bring their personal items when they entered the service.

Management described features of the service environment that supported the functioning of consumers with cognitive impairment. For example, in the service’s secure living environment large glass sliding doors in the outdoor area make the area more accessible and attractive to consumers; and large clock in the lounge area of assists consumers with orientation to the day.

The service environment was observed to be welcoming, and consumers rooms were decorated with personal items. Communal areas included outdoor gardens, activity rooms, and large and small lounge rooms within the service. The service had wide, well lit, unobstructed corridors with handrails to optimise consumer independence and safety when mobilising.

For the reasons detailed, this requirement is Compliant.

# 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 access all requirements of this Standard and therefore an overall compliance rating or summary for the Quality Standard has not been 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.*

Overall consumers and representatives said there were sufficient staff to meet the consumers’ care needs, and staff responded promptly to consumer’s requests for assistance.

Management described how the service ensures the workforce is planned and sufficient to ensure the delivery of safe, quality consumer care. For example, the service operated a staff roster, and had additionally established a pool of staff which is utilised in the event of emergent leave to ensure appropriately qualified and trained staff are available to deliver care and services. The Assessment Team confirmed these actions where documented in the service’s Plan for Continuous Improvement.

Review of documentation provided by the service to the Assessment Team identified no unfilled shifts in the service for a two week period. Information provided by the service in relation to call bell response times identified response times between two and three minutes.

For the reasons detailed, this requirement is 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.