Assisi Centre Aged Care

Performance Report

230 Rosanna Road
ROSANNA VIC 3084
Phone number: 03 8458 3127

**Commission ID:** 3364

**Provider name:** Assisi Centre Limited

**Assessment Contact - Site date:** 6 May 2021

**Date of Performance Report:** 04 June 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(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

STANDARD 3
Personal Care and clinical care

### 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 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 two 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 other relevant documents.

Care planning documents relating to personal and clinical care needs provided evidence that consumers receive care that is evidence-based, tailored to their needs and optimises their health and well-being. All care planning documents, charting and progress notes reviewed by the Assessment Team were comprehensive for assessed care needs, reviewed in a timely manner and updated on a regular basis.

All care planning documents, charting and progress notes reviewed by the Assessment Team were comprehensive for assessed care needs, reviewed in a timely manner and updated on a regular basis.

The service has written policies and procedures for skin management, wound management and pain management to guide staff practices and ensure that care and services delivered align with best practice principles.

The service has external pharmaceutical consultancy reviewing the use of psychotropic medication and staff training has been completed.

Not all requirements were assessed 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.*

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

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

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**

To understand the consumer’s experience and how the organisation understands and applies the individual requirements within this Standard, the Assessment Team spoke with consumers about their experience of the staff, interviewed staff, and reviewed a range of records including staff rosters, training records and performance reviews.

Most consumers and representatives considered that consumers get quality care and services when they need them and from people who are knowledgeable, capable and caring.

Consumers and representatives said staff are kind, caring and respectful, and expressed satisfaction that staff were knowledgeable within their roles.

Management described how staff are recruited to meet the requirements of the role and how they enable and monitor that staff are sufficiently skilled and competent.

## Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(d) Compliant

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

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.