Australian Migrant Resource Centre Home Care

Performance Report

23 Coglin Street   
ADELAIDE SA 5000  
Phone number: 08 8217 9500

**Commission ID:** 600600

**Provider name:** Australian Migrant Resource Centre of South Australia Incorporated

**Assessment Contact - Site date:** 2 February 2021 to 3 February 2021

**Date of Performance Report:** 21 May 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(g) | Compliant |
| **Standard 4 Services and supports for daily living** |  |
| Requirement 4(3)(b) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(d) | Compliant |
| Requirement 8(3)(e) | 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 Approved Provider’s response to the Assessment Contact - Site report received 23 February 2021
* the Assessment Team’s report for the Assessment Contact – Desk conducted on 24 March 2020
* the Final Quality Review Report for the Quality Review conducted 8 to 9 October 2019.

# STANDARD 2 Ongoing assessment and planning with consumers

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

The Assessment Team assessed Requirement (3)(a) in this Standard at this Assessment Contact. All other Requirements in this Standard were not assessed. Therefore, an overall assessment of this Standard has not been completed.

The purpose of this Assessment Contact was to assess the service’s performance in relation to Requirement (3)(a) in this Standard. This Requirement was found to be Non-compliant following a Quality Review conducted on 8 to 9 October 2019 where it was found the service was unable to demonstrate that assessment and planning processes included consideration of risks to consumers’ health and well-being or informed the delivery of safe and effective care and services.

The Assessment Team have recommended Requirement (3)(a) in this Standard as met. The Approved Provider submitted a response to the Assessment Team’s report which indicates they agree with the Assessment Team’s findings.

Based on the findings and evidence in the Assessment Team’s report, I find the Australian Migrant Resource Centre of South Australia Incorporated, in relation to Australian Migrant Resource Centre Home Care, Compliant with Standard 2 Requirement (3)(a). I have provided reasons for my finding in the specific Requirement below.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Compliant

*Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.*

Following a Quality Review conducted on 8 to 9 October 2019 this Requirement was found to be Non-compliant because the service was unable to demonstrate assessment and planning processes included consideration of risks to consumers’ health and well-being or informed the delivery of safe and effective care and services. In response to the deficiencies identified, the service implemented improvements, including (but not limited to):

* Policies and procedures have been reviewed and updated to reflect the organisation’s new comprehensive approach to assessments and includes new assessment tools. Staff and case/program managers were provided with training in relation to new assessment tools and policies/procedures.
* New assessment tools have been introduced, with all consumers being consulted and reassessed with the new assessment tools, including relevant risk assessments.
* A spreadsheet has been developed to monitor review and reassessment dates and a registered nurse assigned the responsibility of monitoring this spreadsheet.

The Assessment Team provided the following information and evidence relevant to my finding:

* All consumers and representatives interviewed confirmed staff understand consumers’ needs and goals and support them to make decisions about their care and services.
* Clinical and care staff interviewed were able to describe assessment and care planning processes in accordance with the service’s processes.
* Care plans viewed are reflective of assessments and identifies consumers’ needs and preferences. Care plans also contain information from allied health professionals and indicates consumers’ risks have been assessed and included in plans of care.

Based on the findings and evidence in the Assessment Team’s report, I find the Australian Migrant Resource Centre of South Australia Incorporated, in relation to Australian Migrant Resource Centre Home Care, Compliant with Standard 2 Requirement (3)(a).

# 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 assessed Requirements (3)(a), (3)(b) and (3)(g) in this Standard at this Assessment Contact. All other Requirements in this Standard were not assessed. Therefore, an overall assessment of this Standard has not been completed.

The purpose of this Assessment Contact was to assess the service’s performance in relation to Requirements (3)(a), (3)(b) and (3)(g) in this Standard. These Requirements were found to be Non-compliant following a Quality Review conducted on 8 to 9 October 2019 where it was found the service was unable to demonstrate strategies to support consumers’ personal and clinical care needs were consistently documented to assist staff to deliver care and services in accordance with consumers’ needs; consumers’ clinical risks were identified and relevant strategies implemented; and minimisation of infection related risks through practices to promote antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

The Assessment Team have recommended Requirements (3)(a), (3)(b) and (3)(g) in this Standard as met. The Approved Provider submitted a response to the Assessment Team’s report which indicates they agree with the Assessment Team’s findings.

Based on the findings and evidence in the Assessment Team’s report, I find the Australian Migrant Resource Centre of South Australia Incorporated, in relation to Australian Migrant Resource Centre Home Care, Compliant with Standard 3 Requirements (3)(a), (3)(b) and (3)(g). I have provided reasons for my finding in the specific Requirements below.

### 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.*

Following a Quality Review conducted on 8 to 9 October 2019, this Requirement was found to be Non-compliant because the service was unable to demonstrate strategies to support consumers’ personal and clinical care needs were consistently documented to assist staff to deliver care and services in accordance with consumers’ needs. In response to the deficiencies identified, the service implemented improvements, including (but not limited to):

* Care plans are tailored to meet each consumer’s individual needs, goals and preferences.
* New assessment tools have been used for all consumers.

The Assessment Team provided the following information and evidence relevant to my finding:

* All consumers and representatives interviewed are satisfied with the personal and clinical care provided. They indicated staff support consumers with care which assists them to live their lives the best way they can.
* Support staff interviewed indicated they respect consumers’ decisions and described how care plans support appropriate care.

Based on the findings and evidence in the Assessment Team’s report, I find the Australian Migrant Resource Centre of South Australia Incorporated, in relation to Australian Migrant Resource Centre Home Care, Compliant with Standard 3 Requirement (3)(a).

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

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

Following a Quality Review conducted on 8 to 9 October 2019, this Requirement was found to be Non-compliant because the service was unable to demonstrate that consumers’ clinical risks were identified and relevant strategies implemented. In response to the deficiencies identified, the service implemented improvements, including (but not limited to):

* Risk assessment tools have been developed and completed for relevant consumers.
* A risk register has been developed with all risks documented and reviewed monthly.

The Assessment Team provided the following information and evidence relevant to my finding:

* All consumers and representatives interviewed indicated staff are respectful and involve them in assessment and planning processes, with staff always meeting consumers’ needs.
* Two consumers provided examples of how staff support them to minimise risks associated with their care.
* Clinical staff interviewed were able to articulate the new clinical and risk assessment processes.
* Sampled consumers’ files indicated risks associated with consumers’ care are identified and strategies to minimise risks are developed.

Based on the findings and evidence in the Assessment Team’s report, I find the Australian Migrant Resource Centre of South Australia Incorporated, in relation to Australian Migrant Resource Centre Home Care, Compliant with Standard 3 Requirement (3)(b).

### Requirement 3(3)(g) Compliant

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

Following a Quality Review conducted on 8 to 9 October 2019, this Requirement was found to be Non-compliant because the service was unable to demonstrate minimisation of infection related risks through practices to promote antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics. In response to the deficiencies identified, the service implemented improvements, including (but not limited to):

* The clinical governance framework has been reviewed.
* Monitoring of staff practices in relation to use of personal protective equipment has been implemented.
* Staff training in relation to infection control and minimisation of infection related risks has been conducted.
* Consumers and representatives are informed about minimising the use of antibiotics and alternative options to antibiotics.

The Assessment Team provided the following information and evidence relevant to my finding:

* Some consumers and representatives interviewed indicated they are satisfied with the management of their infections or feel confident the service would be able to effectively manage an infection.
* Clinical staff interviewed indicated they are providing education to consumers in relation to minimisation of antibiotic use and are working with medical officers to minimise the prescription of antibiotics.
* Infection trends and analysis include the use of antibiotics is a standing agenda item at clinical governance meetings.

Based on the findings and evidence in the Assessment Team’s report, I find the Australian Migrant Resource Centre of South Australia Incorporated, in relation to Australian Migrant Resource Centre Home Care, Compliant with Standard 3 Requirement (3)(g).

# STANDARD 4 Services and support for daily living

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

The Assessment Team assessed Requirement (3)(b) in this Standard at this Assessment Contact. All other Requirements in this Standard were not assessed. Therefore, an overall assessment of this Standard has not been completed.

The purpose of this Assessment Contact was to assess the service’s performance in relation to Requirement (3)(b) in this Standard. This Requirement was found to be Non-compliant following a Quality Review conducted on 8 to 9 October 2019 where it was found the service was unable to demonstrate consumers’ emotional, spiritual and psychological well-being was adequately assessed and documented in a plan of care.

The Assessment Team have recommended Requirement (3)(b) in this Standard as met. The Approved Provider submitted a response to the Assessment Team’s report which indicates they agree with the Assessment Team’s findings.

Based on the findings and evidence in the Assessment Team’s report, I find the Australian Migrant Resource Centre of South Australia Incorporated, in relation to Australian Migrant Resource Centre Home Care, Compliant with Standard 4 Requirement (3)(b). I have provided reasons for my finding in the specific Requirement below.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(b) Compliant

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

Following a Quality Review conducted on 8 to 9 October 2019, this Requirement was found to be Non-compliant because the service was unable to demonstrate that consumers’ emotional, spiritual and psychological well-being was adequately assessed and documented in a plan of care. In response to the deficiencies identified, the service implemented improvements, including (but not limited to):

* New assessments and care planning documents have been developed which identify consumers’ emotional, spiritual and psychological needs and all consumers have been reassessed using these new tools.
* Internal audit tools have been developed to ensure each consumer’s cultural, spiritual and psychological needs and preferences are identified and reflected in care plans.
* The Assessment Team provided the following information and evidence in relation to my finding:
* All consumers and representatives interviewed confirmed staff support consumers to do the things they like to do and that are important to them.
* Staff interviewed were able to describe what is important to consumers and how they provide emotional support to consumers.
* Staff described strategies used to support consumers to have meaningful conversations and maintain relationships.
* Assessment and care plans for sampled consumers indicates consumers have new assessment and care plans which reflect their cultural, spiritual and emotional needs.
* Based on the findings and evidence in the Assessment Team’s report, I find the Australian Migrant Resource Centre of South Australia Incorporated, in relation to Australian Migrant Resource Centre Home Care, Compliant with Standard 4 Requirement (3)(b).

# 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 assessed Requirements (3)(d) and (3)(e) in this Standard at this Assessment Contact. All other Requirements in this Standard were not assessed. Therefore, an overall assessment of this Standard has not been completed.

The purpose of this Assessment Contact was to assess the service’s performance in relation to Requirements (3)(d) and (3)(e) in this Standard. These Requirements were found to be Non-compliant following a Quality Review conducted on 8 to 9 October 2019 where it was found the service was unable to demonstrate effective risk management systems and practices relating to managing high impact or high prevalence risks associated with the care of consumers, or an effective clinical governance framework in relation antimicrobial stewardship.

The Assessment Team have recommended Requirements (3)(d) and (3)(e) in this Standard as met. The Approved Provider submitted a response to the Assessment Team’s report which indicates they agree with the Assessment Team’s findings.

Based on the findings and evidence in the Assessment Team’s report, I find the Australian Migrant Resource Centre of South Australia Incorporated, in relation to Australian Migrant Resource Centre Home Care, Compliant with Standard 8 Requirements (3)(d) and (3)(e). I have provided reasons for my finding in the specific Requirements below.

## 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.*

Following a Quality Review conducted on 8 to 9 October 2019 this Requirement was found to be Non-compliant because the service was unable to demonstrate effective risk management systems and practices relating to managing high impact or high prevalence risks associated with the care of consumers. In response to the deficiencies identified, the service implemented improvements, including (but not limited to):

* The organisation has reviewed and updated the risk management policies and systems to include management of high impact or high prevalence risks associated with the care of consumers and responding to abuse.
* Internal audits have been implemented to monitor ongoing governance processes in the management of clinical risk.
* Data related to high impact or high prevalence risks associated with the care of consumers are trended and analysed at monthly
* The Assessment Team provided the following information and evidence relevant to my finding:
* Staff interviewed demonstrated an understanding of elder abuse and associated reporting requirements
* Consumers’ files sampled indicate assessments and support plans contain assessments in all domains to minimise risk.
* Training records demonstrate staff have attended training in relation to risk minimisation and using the new risk assessment tools.
* Based on the findings and evidence in the Assessment Team’s report, I find the Australian Migrant Resource Centre of South Australia Incorporated, in relation to Australian Migrant Resource Centre Home Care, Compliant with Standard 8 Requirement (3)(d).

### Requirement 8(3)(e) Compliant

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*

Following a Quality Review conducted on 8 to 9 October 2019, this Requirement was found to be Non-compliant because the service was unable to demonstrate an effective clinical governance framework in relation antimicrobial stewardship. In response to the deficiencies identified, the service implemented improvements, including (but not limited to):

* The organisation revised the Clinical Governance Framework to ensure it covers all aspects of the program and service delivery.
* All staff were provided training in relation to the Clinical Governance Framework, including antimicrobial stewardship, minimising the use of restraint and open disclosure.
* The Assessment Team provided the following information and evidence relevant to my finding:
* Staff interviewed are aware of their responsibilities to report any issues relating to antimicrobial stewardship and were able to describe strategies used to educate consumers about appropriate antibiotic use.
* While restraint is not used for any consumers, the organisation’s clinical governance framework includes restraint.
* Staff interviewed were able to describe open disclosure processes and management presented a document example of open disclosure used in practice.
* Based on the findings and evidence in the Assessment Team’s report, I find the Australian Migrant Resource Centre of South Australia Incorporated, in relation to Australian Migrant Resource Centre Home Care, Compliant with Standard 8 Requirement (3)(e).

# 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.