BCD Community Care Inc

Performance Report

Unit 19, 151 Hartley Road   
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Phone number: 1800 275 223

**Commission ID:** 201418

**Provider name:** BCD Community Care Inc

**Assessment Contact - Site date:** 23 October 2020

**Date of Performance Report:** 13 December 2020

# 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)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(d) | 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.

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

## Assessment of Standard 2 Requirements

### Requirement 2(3)(b) Compliant

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

Consumers and their representatives interviewed advised that they have discussed their current needs, goals and preferences as part of the assessment process. They have been involved in the compilation of their care plan and have been provided with a copy as is required. They confirmed they are able to request changes to their care and services and how these will be delivered in line with their preferences and changing needs. The service is encouraging consumers and/or their representatives to complete an advanced care directive for end of life care, however, not all consumers and/or their representatives are comfortable completing the tool for cultural or personal reasons.

I find this requirement compliant as the approved provider has demonstrated assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.

# 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)(d) Compliant

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

Consumers and representatives interviewed said that they are well supported by the staff who are respectful, kind and caring. They provided positive feedback about the care staff and said they appear to be well trained, are attentive to the consumer’s needs. There is a comprehensive orientation for staff regarding the service’s polices procedures, processes and practices and staff have ‘buddy’ shifts with an experienced staff member with sign-off for competency. The care manager is suitably experienced and qualified to perform their role, is knowledgeable regarding individual consumer needs and is supported by the registered nurse and management. The registered nurse demonstrated an in-depth knowledge of individual consumer’s health conditions and care needs. Ongoing education is provided for staff to ensure they are equipped to perform their role.

I find this requirement compliant as the approved provider has demonstrated the workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.

# 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

### 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 a range of tools in place for the management, mitigation and/or elimination of risk including a Risk Tolerance Framework which is underpinned by practical strategies to identify and manage, mitigate or eliminate potential risk for consumers. Staff have been provided with information and training on elder abuse and neglect, including how to recognise the signs and the requirement to report any concerns. An escalation process supports appropriate response. Regular assessments to inform care plan reviews are undertaken in consultation with each consumer and/or their representative, at least annually or more often if required, to identify changes in care needs, reset goals and support the consumer to live the best life they can. Consumers and representatives provided examples of how the care staff, care manager and registered nurse assist them to design their care and services to meet their individual preferences. Consumers and representatives said the service has had a positive impact on their quality of life and assisted them to remain living at home as safely and independently as possible.

I find this requirement compliant as the approved provider has demonstrated 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.

# 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.