Banyula Lodge

Performance Report

39 Medowie Road
OLD BAR NSW 2430
Phone number: 02 6553 3973

**Commission ID:** 0524

**Provider name:** Bushland Health Group Limited

**Assessment Contact - Site date:** 25 November 2020

**Date of Performance Report:** 6 January 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(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.
* The approved provider did not provide a response.

# 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

Evidence obtained through care planning and consumer documentation, staff interviews and consumer/representative interviews demonstrated that sampled consumers receive care that is effective, is tailored to their needs and optimises their health and wellbeing.

The Quality Standard was not fully assessed and has not received a compliance rating. Only one of the seven specific requirements has been assessed. This requirement was found Compliant.

### 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.*

The Assessment Team found that progress notes and care documents reviewed for sampled consumers generally reflected individualised care that is safe, effective and tailored to the specific needs and preferences of the consumer. The service was able to demonstrate evidence of best practice pain management and wound management, including regular assessment and monitoring. The service demonstrated best practice regarding restraint including practices the service uses to minimise the use of physical and chemical restraint. Policies and procedures referenced best practice and staff were able to describe how they apply these practices to optimise personal and clinical care for consumers.

Based on the findings of the Assessment Team, and that the Approved Provider does not dispute the findings of the team, I am of the view that the Approved Provider complies with this requirement.

# 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.