Baptcare Abbey Gardens Community

Performance Report

15 Tarwin Street   
WARRAGUL VIC 3820  
Phone number: 03 5608 0200

**Commission ID:** 3989

**Provider name:** Baptcare Ltd

**Assessment Contact - Desk date:** 12 November 2021

**Date of Performance Report:** 14 December 2021

# Performance report prepared by

L Glass, delegate of the Aged Care Quality and Safety Commissioner.

# 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 |

# Detailed assessment

This performance report details the Commissioner’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 - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with staff, consumers/representatives and others
* the provider’s response to the Assessment Contact - Desk report received 7 December 2021.

# 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

To understand the consumer’s experience and how the organisation understands and applies the 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 relevant documents.

Overall, the representatives expressed satisfaction with the personal and clinical care consumers were receiving.

The service demonstrated that each consumer receives personal and clinical care that generally is effective and safe, optimises their health and well-being, is tailored to their needs and is best practice. For example:

The Assessment Team found that generally care planning documents demonstrate consumers’ pain, skin integrity, wound care, behaviour management and individual clinical needs are managed to meet their needs.

Consumers who require the use of chemical restraint are assessed and monitored and reviewed according to regulatory requirements. Consultation with representatives occurs regularly. While the service assesses, monitors and reviews consumers receiving psychotropic medications did not always recognise psychotropic medications as chemical restraint.

Representatives generally felt the safety and risks, related to a consumer’s care, are effectively managed.

Staff interviews and documentation indicate the management of high impact or high prevalence risks, associated with the care of each consumer, are mostly effective.

An overall rating for the Quality Standard is not provided as not all requirements in the Quality Standard were assessed.

### 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 service demonstrated that each consumer receives personal and clinical care that generally is effective and safe, optimises their health and well-being, is tailored to their needs and is best practice. The Assessment Team found that care planning documents demonstrate consumers’ pain and wound care needs are managed to meet individual needs and aligned with best practice principles. Consumers who require the use of chemical restraint are assessed, monitored and reviewed according to regulatory requirements. Consultation with representatives occurs.

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

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

Most representatives said the consumer feels safe and risks related to consumer care are effectively managed generally. Staff interviews, and documentation indicate management of high impact or high prevalence risks associated with the care of each consumer are mostly effective.

Care documentation generally reflects the delivery of care in line with the risks identified in care planning documentation. These include behaviour management, personal care, skin integrity, and specialised nursing care such as diabetes management. Risks associated with diagnoses or decline documented in care plans are mostly reflected in care delivery and are responded to and generally managed effectively.

# 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.