BaptistCare Griffith

Performance Report

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**Commission ID:** 2983

**Provider name:** BaptistCare NSW & ACT

**Assessment Contact - Site date:** 30 July 2020

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# 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 |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(d) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(b) | 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.
* the provider’s response to the Assessment Contact - Site report received 24 August 2020
* the Assessment Team’s report for the Desk Assessment Contact – Desk conducted on 26 May 2020. The Assessment Contact – Desk report was informed by review of documents and interviews with staff.

# 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

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 – reviewing their care planning documents in detail, asking consumers about how they are involved in care planning, and interviewing staff about how they use care planning documents and review them on an ongoing basis.

Overall, sampled consumers considered that they feel like partners in the ongoing assessment and planning of their care and services. For example:

* The consumers interviewed confirmed that they have been involved in their care planning.
* They have access to their agreed care plans in their rooms in the form of a “Wardrobe Care Plan” which is posted inside their wardrobe.
* When the Assessment Team asked if an advanced care plan is in place, one consumer told the Assessment Team “Yes, it is done and more than done. Don’t bring me back”.

Care and services are reviewed every six months or where changes or incidents occur to ensure care and services plans are up-to-date and meet the consumer’s current needs, goals and preferences.

I have found that the two requirements assessed under this Standard are compliant. As all requirements under this Standard were not assessed, an overall rating for this 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.*

The assessment team found the service has reviewed their assessment and planning for all consumers and demonstrated that individual goals are consumer focused and care planning documents reflect current consumer needs. The assessment team also found that assessment and planning identifies and addresses advance care planning and end of life planning if the consumer wishes. The organisation implemented an improvement to assessment and care planning in January 2020, called ‘all about me’ which included education and assessment tools for staff to embed at the service. All care plans were reviewed and updated in accordance with this approach. Consumers at the service confirmed their care plans reflect their current needs, goals and preferences. The assessment team confirmed care plans reflect consumer needs and preferences, with detailed strategies for achieving these requirements.

I have reviewed these findings and consider that the organisation is compliant with this requirement.

### Requirement 2(3)(e) Compliant

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*

The assessment team found that care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer. Management implemented improvements at the service including the implementation of a post hospital checklist to complement the return from hospital process. This checklist is a tool to assist registered nursing staff in identifying if key changes in plans of care for consumers, are required. Consumers confirmed their care plans are reviewed with them as needed.

I have reviewed these findings and consider that the organisation is compliant with this requirement.

# 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.

Most sampled consumers considered that they receive personal care and clinical care that is safe and right for them.

For example:

Most consumers and representatives interviewed confirmed that consumers get the care they need and have access to a doctor or other health professional when they need it. However, some of them said consumers do not always get the care that is safe, effective or optimises their health or wellbeing.

The organisation’s approach to assessment and planning generally supports outcomes for consumers. The service regularly reviews and discusses actions to address risks associated with consumers care.

Risks associated with skin integrity, continence and behaviours are managed to consistently achieve the planned outcomes for consumers or minimise risks to themselves and other consumers.

I have found that the two requirements assessed under this Standard are compliant. As all requirements under this Standard were not assessed, an overall rating for this 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.*

The assessment team found that the service was unable to demonstrate that each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care. The assessment team provided evidence and findings that consumers were not consistently assessed and monitored to ensure their care was best practice and optimised their health and well-being. Specifically, the assessment team found issues related to continence care, falls, skin integrity, and behaviour management, for some consumers.

In its response the approved provider disputed these findings and provided information in support of its contention. I have reviewed this information, which included progress note extracts, clinical reports, monitoring forms, care plans, incident forms, education records, feedback forms, care conference records, meeting minutes and medication charts. I am satisfied this information provided clarity on the issues identified and demonstrated that staff were providing appropriate continence care, falls and behaviour management for the consumers named. I am also satisfied that tools and strategies are being employed at the service to maintain each consumers skin integrity and that improvements have been made to wound management, including education on correct photography techniques.

For these reasons I consider that the organisation is compliant with this requirement.

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

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

The assessment team found that deterioration or change in consumers care and condition, is generally identified and responded to in a timely manner. The assessment team reviewed several care plans, which showed evidence of regular monitoring of the consumers condition for deterioration or changes in cognitive or physical function. All contained relevant information in relation to actions taken in relation to a deterioration or change in a consumers physical or cognitive function.

Management have conducted additional education sessions for clinical staff on identifying the deteriorating consumer. Consumers interviewed felt confident that any changes in their condition would be recognised and acted upon by staff. Clinical staff provided recent examples of when a deterioration or change in a consumers condition was recognised, and their response to that change.

I have reviewed these findings and consider that the organisation is compliant with this requirement.

# 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.

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

For example:

* The assessment team observed staff interacting with consumers and their representatives during the Performance Assessment. They demonstrated a caring, kind and professional approach, and showed their knowledge of consumers’ history, needs and preferences.

I have found that the one (1) requirement assessed under this Standard is compliant. As all requirements under this Standard were not assessed, an overall rating for this Quality Standard is not provided.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(b) Compliant

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

The assessment team observed staff interacting with consumers and their representatives in a caring, kind and professional manner. Staff were able to demonstrate their knowledge of consumers’ history, needs and preferences. The assessment team observed staff during meals and provision of care. Staff engaged in conversation with consumers while assisting them with meals and the interactions between staff and consumers appeared to be positive, warm and caring. Consumers were acknowledged frequently, even when sitting quietly. Staff were also observed greeting representatives by name and in a friendly manner. Feedback received from consumers indicated the service has knowledgeable, capable and caring staff, who receive adequate training and support to perform at the allocated role.

I have reviewed this information and consider that the organisation is compliant with this requirement.

# 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

To understand how the organisation understands and applies the requirements within this Standard, the Assessment Team spoke with management and staff and reviewed relevant systems and processes relating to the organisational governance underpinning the delivery of care and services (as assessed through other Standards).

Most sampled consumers and representatives considered that the organisation is well run and that they can partner in improving the delivery of care and services.

For example:

* Consumers and representatives interviewed confirmed that the service is well run.
* Feedback from consumers and evidence reviewed including in meeting minutes showed consumers are engaged in decisions not only involving the delivery of care and service but also their development and evaluation.

The organisation has risk management systems and processes which are generally effective in managing high impact and high prevalence risks for consumers.

The service demonstrates understanding and application of their responsibility to identify and respond to abuse and neglect of consumers and its systems generally supports consumers to live their best life they can.

I have found that the one (1) requirement assessed under this Standard is compliant. As all requirements under this Standard were not assessed, an overall rating for this Quality Standard is not provided.

## 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.*

The assessment team found that the service was unable to demonstrate their risk management systems and processes are always effective in the management of high impact and high prevalent risks for some consumers. The assessment team found that consumers were not consistently assessed and monitored to ensure their care was best practice and optimised their health and well-being. Specifically, the assessment team found issues related to continence care, falls, skin integrity, and behaviour management, for some consumers.

In its response the approved provider disputed these findings and provided information in support of its contention. I have reviewed this response which included progress note extracts, clinical reports, monitoring forms, care plans, incident forms, education records, feedback forms, care conference records, meeting minutes and medication charts. This information provided clarity on the consumers identified by the assessment team and demonstrated, as I stated in relation to Standard 3 requirement 3(3)(a), that appropriate care was being provided.

For these reasons I consider that the organisation is compliant 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.