Barridale Lodge

Performance Report

89 Barridale Drive
KINGSLEY WA 6026
Phone number: 08 9309 1145

**Commission ID:** 7190

**Provider name:** Shire of Wanneroo Aged Persons Homes Trust Inc

**Assessment Contact - Site date:** 7 August 2020

**Date of Performance Report:** 19 October 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** | **Compliant** |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| **Standard 7 Human resources** | **Compliant** |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(3)(c) | 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

This Quality Standard is Compliant as two of the five specific Requirements in this Standard have been assessed as compliant.

The Assessment Team assessed Requirements (3)(a) and (3)(e) in this Standard, all other Requirements in this Standard were not assessed. An overall assessment of this Standard was not completed at this Assessment Contact.

The Assessment Team have recommended Requirements (3)(a) and (3)(e) in this Standard as met. The Approved Provided did not provide a response to the Assessment Team’s report.

Based on the Assessment Team’s report I find the service to be Compliant with these Requirements. I have provided reasons for my decision 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.*

The Assessment Team found the service was able to demonstrate that 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. The Assessment Team provided the following findings and evidence relevant to my decision:

* The Assessment Team reviewed consumers’ electronic files which demonstrated assessments and care plans are developed on entry to the service and are updated when a consumer has a health decline, following an incident, following discharge from hospital, at the six-monthly review or through the annual reassessment process. The files demonstrated all assessments are completed by a registered nurse or allied health team member and considers risks to consumers’ health and well-being. The Assessment Team also found care plans and assessments indicated care provided for each consumer is individualised, safe and effective.
* Three consumers interviewed stated they get the care they need, and staff regularly discuss their care preferences with them.
* The registered nurse interviewed confirmed assessment are completed in accordance with the organisation’s assessment processes when a consumer first enters the service. There is also a schedule to ensure care plans are reviewed on a regular basis.
* Care staff interviewed indicated they record observations of consumers which registered nursing staff use to develop or review care plans.

For the reasons detailed above, I find the Shire of Wanneroo Aged Persons Homes Trust Inc, in relation to Barridale Lodge, is Compliant with Standard 2 Requirement (3)(a).

### 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 the service was able to demonstrate that registered nursing staff identify and document each consumer’s care needs, preferences and goals after regular and responsive reviews. The Assessment Team provided the following findings and evidence relevant to my decision:

* The Assessment Team reviewed consumers’ electronic care files which demonstrated strategies to ensure consumers’ care and services are in accordance with their needs and preferences. The Assessment Team found care plans are updated when there is decline in health, following incidents, following discharge from hospital and when there are changes in consumers’ preferences.
* Three consumers interviewed reported the service supports them when their needs change, with one consumer providing an example of a recent change in their health status which the service have appropriately responded to because the staff provide “good care” to meet their needs. Another consumer provided an example where their needs and supports were reassessed by the registered nurse and physiotherapist following an incident where they fell.
* The registered nurse interviewed stated staff identify and document each consumer’s needs, goals and preferences on entry to the service, at regular annual reviews and as required. Care staff interviewed indicated they report changes to consumers’ conditions to the registered or enrolled nurse on duty.
* Clinical incident documentation demonstrates incidents are investigated and actioned by a registered nurse.

For the reasons detailed above, I find the Shire of Wanneroo Aged Persons Homes Trust Inc, in relation to Barridale Lodge, is Compliant with Standard 2 Requirement (3)(e).

# 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

This Quality Standard is Compliant as two of the seven specific Requirements in this Standard have been assessed as compliant.

The Assessment Team assessed Requirements (3)(a) and (3)(b) in this Standard, all other Requirements in this Standard were not assessed. An overall assessment of this Standard was not completed at this Assessment Contact.

The Assessment Team have recommended Requirements (3)(a) and (3)(b) in this Standard as met. The approved provided did not provide a response to the Assessment Team’s report.

Based on the Assessment Team’s report I find the service to be Compliant with these Requirements. I have provided reasons for my decision 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.*

The Assessment Team found the service was able to demonstrate care provided to consumers is safe, effective and tailored to specific needs and preferences of the consumer. The Assessment Team provided the following findings and evidence relevant to my decision:

* The Assessment Team reviewed assessments, care plans and progress notes which reflect that care is individualised, in accordance with consumers’ needs, and is safe and effective. The Assessment Team provided examples of appropriate provision of care in relation to skin integrity and wound management, pain management, weight management and diabetic management.
* Five consumers indicated they are provided care which meets their individual needs and preferences.
* Care staff interviewed were able to describe the clinical and personal care they provide to individual consumers and said they have access to nursing staff.
* The registered nurse stated they have responsibility of evaluating the effectiveness of care provision for consumers and includes involving a multidisciplinary team approach such as consulting with the medical officer and allied health professionals.

For the reasons detailed above, I find the Shire of Wanneroo Aged Persons Homes Trust Inc, in relation to Barridale Lodge, is 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.*

The Assessment Team found the service was able to demonstrate effective management of high impact or high prevalence risks associated with the care of each consumer. The Assessment Team provided the following findings and evidence relevant to my decision:

* The Assessment Team reviewed care planning documentation which demonstrated risks such as falls, weight loss, pain, responsive behaviours and swallowing problems are assessed and strategies to minimise risks are documented in care plans. This includes consultation with medical officers or health specialists as required.
* Two consumers interviewed stated their pain is effectively managed.
* One consumer interviewed indicated they receive their medication according to the scheduled time in the medication chart to support the effective management of their health condition.
* The registered nurse and care staff interviewed were able to describe strategies used for individual consumers with risks associated with their care.
* The service uses an incident reporting system to respond to individual consumer incidents and to identify trends across the service.

For the reasons detailed above, I find the Shire of Wanneroo Aged Persons Homes Trust Inc, in relation to Barridale Lodge, is Compliant with Standard 3 Requirement (3)(b).

# 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

This Quality Standard is Compliant as two of the five specific Requirements in this Standard have been assessed as compliant.

The Assessment Team assessed Requirements (3)(a) and (3)(c) in this Standard, all other Requirements in this Standard were not assessed. An overall assessment of this Standard was not completed at this Assessment Contact.

The Assessment Team have recommended Requirements (3)(a) and (3)(c) in this Standard as met. The approved provided did not provide a response to the Assessment Team’s report.

Based on the Assessment Team’s report I find the service to be Compliant with these Requirements. I have provided reasons for my decision below.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(a) Compliant

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

The Assessment Team found the service regularly reviews staff levels and skill mix to respond to the changing needs and situations of the consumers living at the service. The Assessment Team provided the following findings and evidence relevant to my decision:

* Consumers interviewed indicated there are adequate staff numbers to support the provision of care and services. They said when they ring the call bell staff respond quickly.
* The manager indicated the roster is reviewed regularly and provided examples of additional hours being included on the roster to support increased consumer care needs.
* Two care staff interviewed stated staff rosters and hours are adjusted according to consumers’ needs and preferences.
* The roster files since July 2020 demonstrated all rostered shifts have been filled using internal and external staff.
* The service has a protocol for contacting an on-call manager overnight to manage consumer deterioration or escalation.

For the reasons detailed above, I find the Shire of Wanneroo Aged Persons Homes Trust Inc, in relation to Barridale Lodge, is Compliant with Standard 7 Requirement (3)(a).

### Requirement 7(3)(c) Compliant

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

The Assessment Team found the service has systems to monitor that staff are working within their scope of practice, are meeting their responsibilities and have the necessary skills. The Assessment Team provided the following findings and evidence relevant to my decision:

* Consumers interviewed indicated staff have the skills to meet their care needs.
* The Assessment Team reviewed records which demonstrate the organisation assesses and checks that staff have the skills, qualifications and knowledge to effectively perform their roles.
* Staff interviewed reported they receive regular professional development and training to improve their knowledge and to perform their roles effectively.
* The Assessment Team observed staff during the midday medication round and meal services to provide medication and meals to consumers which were in accordance with their assessed needs and preferences.

For the reasons detailed above, I find the Shire of Wanneroo Aged Persons Homes Trust Inc, in relation to Barridale Lodge, is Compliant with Standard 7 Requirement (3)(c).

# 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.