Bellevue Court

Performance Report

9 Bellevue Court
GAWLER EAST SA 5118
Phone number: 08 8522 9300

**Commission ID:** 6129

**Provider name:** Southern Cross Care (SA, NT & VIC) Incorporated

**Assessment Contact - Site date:** 17 November 2021

**Date of Performance Report:** 8 December 2021

# Performance report prepared by

Michelle Glenn, 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 |

# 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 - Site; the Assessment Contact - Site report was informed by a site assessment, observations at the service, review of documents and interviews with consumers, representatives, staff and others
* the provider did not submit a response to the Assessment Contact - Site report.

# 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

The Assessment Team assessed Requirement (3)(a) in Standard 3 Personal care and clinical care as part of the Assessment Contact and have recommended Requirement (3)(a) met. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Southern Cross Care (SA, NT & VIC), in relation to Bellevue Court, Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care. I have provided reasons for my finding in the specific Requirement 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 provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* Consumers sampled considered that they receive personal care and clinical care that is safe and right for them with four consumers expressing satisfaction with management of their specific clinical care needs by clinical staff. One consumer indicated their pain has been well managed following a fall resulting in a fracture, and they are receiving regular rehabilitation from the allied health team.
* Care files sampled for six consumers demonstrated individualised care which was safe, effective and tailored to consumers’ specific care needs and preferences. Documentation demonstrated appropriate management of specific areas of clinical care, including medications, falls, restrictive practices, skin and pain.
* In response to a medication incident, appropriate follow up had occurred, including an investigation of the circumstances, further training provided to clinical staff, observational audits of medication administration and medication competencies for staff.
* Care files sampled for two consumers identified as high falls risk demonstrated regular allied health team reviews occur, mobility and falls risk assessments are regularly updated and strategies are documented to reduce risk of further falls.
* Restrictive practices policy and procedure documents have been updated to reflect recent legislative changes. A psychotropic register is maintained with restraint authorisation and risk assessment forms completed and reviewed. Care files sampled for two consumers demonstrated consultation relating to risks associated with restrictive practices had been undertaken.
* Care files sampled for two consumers demonstrated effective management of skin integrity and wounds, in line with best practice and the service’s policy and procedure documents.
* Care files sampled for two consumers demonstrated appropriate management of pain, including monitoring, completion of assessments and development of management strategies.
* The organisation has policies and procedures, in line with best practice care, to guide staff in delivery of consumers’ care and services.

For the reasons detailed above, I find Southern Cross Care (SA, NT & VIC), in relation to Bellevue Court, Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care.

# 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.