Berengarra - St George's Health Service, Kew

Performance Report

St Georges Health Service (rear), 283 Cotham Road   
KEW VIC 3101  
Phone number: 03 9231 8000

**Commission ID:** 3999

**Provider name:** St Vincent's Hospital (Melbourne) Limited

**Assessment Contact - Site date:** 4 May 2021

**Date of Performance Report:** 1 July 2021

# 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(b) | Compliant |
| Requirement 2(3)(c) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(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

# 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 consumers and representatives considered that they feel like partners in the ongoing assessment and planning of consumer care and services. For example:

* Consumers and representatives were satisfied assessment and care planning processes support safe and effective consumer care.
* Consumers and representatives were satisfied care and services plans reflect consumers’ needs, goals and preferences.
* Consumers and representatives said they were involved in the planning of care and services and staff discuss consumer care with them.

Clinical staff identified the risks for individual consumers and described strategies to minimise risk which reflected documented strategies. Staff demonstrated their knowledge of consumers’ needs and preferences and how they involve consumers and representatives in discussing consumer needs and preferences. Staff descriptions of processes and practices aligned with feedback from consumers and representatives.

All consumer files contained current assessments, including consideration of risks to the consumer’s health and well-being and comprehensive, individualised care plans that addressed identified risks. Consumer care planning documents were individualised and included each consumer’s needs, goals, preferences and tailored actions to meet consumer needs. Care plans included advance care plans encompassing palliative care needs, wishes and specific agreed interventions, where appropriate. Care planning documents demonstrated consumers, representatives and other service providers are involved in assessment and planning. Review of the consumer’s care and services occur following incidents or as needed and processes are in place for future completion of scheduled care reviews.

An overall rating for this Quality Standard is not given as only three of the five specific requirements has been assessed.

## 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.*

### 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.*

### Requirement 2(3)(c) Compliant

*The organisation demonstrates that assessment and planning:*

1. *is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

# 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 consumers and representatives considered that consumers receive personal care and clinical care that is safe and right for them. For example:

* Consumers and representatives said consumers are provided with care that meets their needs and preferences and medical practitioners and other health specialists are consulted as needed.
* Most consumers and representatives indicated satisfaction that care was safely managed and risks affecting each consumer were controlled.

Staff described how they provide tailored personal care and clinical care to consumers to optimise their health and wellbeing. Management and staff described high impact risks and service specific high prevalence risks to consumers and how they minimise risk, this aligned with consumer care plans.

Consumer documents demonstrated best practice and reflect individualised care that is safe, effective and addresses the needs and preferences of each consumer.

Care plans demonstrated non-pharmacological strategies are implemented and medication is administered regularly as prescribed. Pain management occurs and is tailored to the needs and preferences of the consumer. Wounds are treated according to wound care plans, with wounds resolving.

Care planning documents demonstrated the effective management of high impact or high prevalence risks. Incidents are documented, actioned and reviewed with improvement actions implemented as appropriate to minimise recurrence.

The service demonstrated falls prevention and management, restrictive interventions and wounds management policies and guidelines are accessible to guide staff practice.

An overall rating for this Quality Standard is not given as only two of the seven specific requirements has been 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.*

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

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

# 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 consumers considered they get quality care and services when they need them and from people who are knowledgeable, capable and caring. For example:

* Consumers felt there was enough staff to provide safe, quality care and services and they do not have to wait for care
* Consumers and representatives confirmed they were treated with kindness, and that staff were supported and trained for their roles.

Staff said there was adequate staff and there had been no shift vacancies since the service commenced operating. Staff said consumers received prompt response to their needs.

Staff confirmed their performance is reviewed, and they are provided with any training they need. Staff confirmed management follows up on mandatory training requirements.

Management demonstrated they are planning staff numbers for the future to ensure there will be adequate care when the service reaches full capacity. While management explained they were yet to set up a system for reviewing call bell reports, consumer, staff and management feedback demonstrated call bells were responded to in a timely manner.

Management explained the recruitment process, ensuring that staff are suitably trained, and complete ongoing training as required. Records demonstrated all staff have completed mandatory training modules.

An overall rating for this Quality Standard is not given as only two of the five specific requirements has been assessed.

## 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.*

### Requirement 7(3)(d) Compliant

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

# 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.