Blacktown Nursing Home

Performance Report

190 Stephen Street
BLACKTOWN NSW 2148
Phone number: 02 9622 1966

**Commission ID:** 2533

**Provider name:** Budumu Pty Ltd

**Assessment Contact - Site date:** 2 September 2020

**Date of Performance Report:** 2 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(g) | 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 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.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

The Assessment Team found that one of one specific requirement reviewed under this standard was met.

The one of seven specific requirements which has been assessed was assessed as Compliant.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(g) Compliant

*Minimisation of infection related risks through implementing:*

1. *standard and transmission-based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

The Assessment Team found that most consumers said they were provided with information and updates about COVID-19 and were encouraged to regularly wash their hands and maintain social distancing at the service. All consumers expressed their satisfaction with how staff at the service cared for them. All consumers stated that staff regularly clean their rooms including floors, walls and surfaces and use gloves, face masks and aprons while cleaning. There were some staff observed by the Assessment Team to not wear masks correctly on a couple of occasions. This was addressed immediately by management. However, overall most staff demonstrated compliance. All consumers stated staff members wear gloves and masks and sanitise their hands while providing personal care or handling the food for consumers. Records demonstrated 100% of staff have been vaccinated for influenza. Personal Protective Equipment (PPE) stock is audited daily, outbreak kits were observed by the Assessment Team to be full of equipment and store rooms were observed to have ample PPE stock. Management demonstrated they continue to improve in relation to preparedness for a possible COVID-19 outbreak. Two consumers who had recent infections were satisfied with the treatment they received with prompt resolution of symptoms. Whilst it is noted the service did not have an antimicrobial stewardship policy in place, this has been identified by the service, is due to be implemented with a policy from head office in the coming weeks and no impact to consumers was found.

I am of the view that the approved provider complies with this requirement as they have demonstrated appropriate minimisation of infection related risks.

# 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.