Opal Blacktown

Performance Report

37 Kildare Rd
Blacktown NSW 2148
Phone number: 02 9852 9600

**Commission ID:** 1076

**Provider name:** DPG Services Pty Ltd

**Assessment Contact - Site date:** 28 October 2020

**Date of Performance Report:** 27 January 2021

# 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)(a) | Compliant |
| 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.
* The provider’s response to the Assessment Contact - Site report received 25 November 2020.

# ANDARD 2 COMPLIANT/N-COMPLIANTOngoing

# 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

While the Assessment Team identified some concerns in documentation for skin integrity and management of behaviour, overall consumers sampled considered they received personal care and clinical care that was safe and right for them.

For example:

* Consumers confirmed they were happy with the care they received in relation to their daily needs stating they get the care they need. Consumers said they are not in any pain and are very happy with the help they are receiving with their wound care.
* The service was able to demonstrate they have effective management processes for an infection outbreak.

The Assessment Team did not assess all requirements and therefore an overall rating for the 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*

# STANDARD 3 Personal care and clinical care

# While the Assessment team identified some information on pressure reliving devices used to maintain skin integrity, was missing from care needs and preferences documentation, there was no negative impact to consumers noted. The approved provider updated the information during the assessment contact. The assessment team also noted some inconsistencies with wound photographs for two consumers, however the wounds were being reviewed regularly and noted to be healing. The assessment team documented concerns with behaviour management for two consumers however the approved provider response indicates the consumers were being provided care in line with the consumer’s needs, representative, medical practitioner and other care provider consultation and agreement.

I find this requirement is compliant.

While not considered in determining compliance, it is also of note that since the assessment contact the approved provider has undertaken one on one training with registered nurses on wound photography.

### 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.*

# STADARD 5 COMPLIANT/NON-COMPLIANT

# 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.