BlueCross Ashby

Performance Report

23 - 31 Ashford Street
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Phone number: 03 8850 4500

**Commission ID:** 3605

**Provider name:** Blue Cross Community Care Services Group Pty Ltd

**Site Audit date:** 9 February 2021 to 10 February 2021

**Date of Performance Report:** 15 March 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 1 Consumer dignity and choice** | **Compliant** |
| Requirement 1(3)(a) | Compliant |
| Requirement 1(3)(b) | Compliant |
| Requirement 1(3)(c) | Compliant |
| Requirement 1(3)(d) | Compliant |
| Requirement 1(3)(e) | Compliant |
| Requirement 1(3)(f) | Compliant |
| **Standard 2 Ongoing assessment and planning with consumers** | **Compliant** |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(b) | Compliant |
| Requirement 2(3)(c) | Compliant |
| Requirement 2(3)(d) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(c) | Compliant |
| Requirement 3(3)(d) | Compliant |
| Requirement 3(3)(e) | Compliant |
| Requirement 3(3)(f) | Compliant |
| Requirement 3(3)(g) | Compliant |
| **Standard 4 Services and supports for daily living** | **Compliant** |
| Requirement 4(3)(a) | Compliant |
| Requirement 4(3)(b) | Compliant |
| Requirement 4(3)(c) | Compliant |
| Requirement 4(3)(d) | Compliant |
| Requirement 4(3)(e) | Compliant |
| Requirement 4(3)(f) | Compliant |
| Requirement 4(3)(g) | Compliant |
| **Standard 5 Organisation’s service environment** | **Compliant** |
| Requirement 5(3)(a) | Compliant |
| Requirement 5(3)(b) | Compliant |
| Requirement 5(3)(c) | Compliant |
| **Standard 6 Feedback and complaints** | **Compliant** |
| Requirement 6(3)(a) | Compliant |
| Requirement 6(3)(b) | Compliant |
| Requirement 6(3)(c) | Compliant |
| Requirement 6(3)(d) | Compliant |
| **Standard 7 Human resources** | **Compliant** |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(3)(b) | Compliant |
| Requirement 7(3)(c) | Compliant |
| Requirement 7(3)(d) | Compliant |
| Requirement 7(3)(e) | Compliant |
| **Standard 8 Organisational governance** | **Compliant** |
| Requirement 8(3)(a) | Compliant |
| Requirement 8(3)(b) | Compliant |
| Requirement 8(3)(c) | Compliant |
| Requirement 8(3)(d) | Compliant |
| Requirement 8(3)(e) | 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 Site Audit; the Site Audit 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 Site Audit report received 1 March 2021
* the infection control monitoring checklist.

# STANDARD 1 COMPLIANTConsumer dignity and choice

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

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. Consumers were interviewed, care documentation reviewed and staff asked about their understanding and application of the requirements under this Standard. The team also drew relevant information from other consumer interviews and the assessment of other Standards.

Overall, consumers consider they are treated with dignity and respect, can maintain their identity, make informed choices about their care and services, and live the life they choose.

For example:

* Consumers and representatives believe staff make them feel respected and valued as individuals.
* Consumers stated staff know and respect their choices about what time to get up and where they like to have their meals.
* Consumers and representatives confirm staff know what is important to consumers and encourage them to do things for themselves. For example:
	+ Consumers state staff know when they like time to themselves and respect that decision.
	+ A representative reports staff being aware of the consumer’s cultural heritage and communicating with them through body language and the use of bi-lingual staff.
	+ A representative describes how staff make sure the consumer is seated near their friends.
* Consumers and representatives confirm consumer privacy is respected. For example:
	+ A consumer describes staff knocking before entering their room and having the choice to lock their own door at night.
* Staff were familiar with the needs and preferences of the consumers they care for. Care plans of consumers include detailed information about consumer backgrounds and preferences. This information is consistent with information obtained from consumers and their representatives.

The Quality Standard is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(a) Compliant

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

### Requirement 1(3)(b) Compliant

*Care and services are culturally safe.*

### Requirement 1(3)(c) Compliant

*Each consumer is supported to exercise choice and independence, including to:*

1. *make decisions about their own care and the way care and services are delivered; and*
2. *make decisions about when family, friends, carers or others should be involved in their care; and*
3. *communicate their decisions; and*
4. *make connections with others and maintain relationships of choice, including intimate relationships.*

### Requirement 1(3)(d) Compliant

*Each consumer is supported to take risks to enable them to live the best life they can.*

### Requirement 1(3)(e) Compliant

*Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.*

### Requirement 1(3)(f) Compliant

*Each consumer’s privacy is respected and personal information is kept confidential.*

# STANDARD 2 COMPLIANTOngoing 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 describe in various ways, being involved in planning the consumers’ care needs, including consideration of risk to consumers’ health and wellbeing.

For example:

* One representative feels involved in their relative’s care planning, such as their medication management.
* The majority of representatives describe the care plan being accessible should they choose to request a copy. One representative was unsure if they could access the care plan.
* Feedback includes confirmation that consumers’ needs, goals and preferences are reviewed following a change in circumstances or incidents such as general decline, a fall or pain.
* Assessment and care plan documentation contains information about consumers’ current personal and clinical care needs in line with the Assessment Team’s observations and consumer/representative feedback. Care plans are individualised regarding the risks to each consumer’s health and well-being.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## 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.*

### Requirement 2(3)(d) Compliant

*The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.*

### 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.*

# STANDARD 3 COMPLIANTPersonal 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. Care documentation was 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 service demonstrated consumers receive both personal and clinical care that is safe and effective. Overall, consumers and representatives described personal and clinical care that is tailored to consumers’ needs and optimises their health and well-being for example, in relation to restraint, skin integrity and pain.

The service demonstrated consumers who may experience high impact and high prevalence risks such as falls, weight loss and diabetes are identified, assessed and responded to, to reduce and mitigate risks to the consumer.

For example:

* One consumer described satisfaction with the care of their wound and associated pain, confirming staff are responsive to their wound care needs.
* One representative described a recent deterioration in the consumer’s general health, and described satisfaction with the response by staff to ensure ongoing comfort.
* Consumers and representatives express satisfaction with the service’s approach to advanced care, and end of life care planning.
* Consumers’ care files record personal and clinical care that is safe, effective and tailored to the specific needs of the consumer. Initial and ongoing personal and clinical assessments and care plans are completed by clinical staff and are supported and overseen by the clinical care coordinator.

The Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

### 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.*

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

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

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

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

### Requirement 3(3)(e) Compliant

*Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.*

### Requirement 3(3)(f) Compliant

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

### 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.*

# STANDARD 4 COMPLIANTServices and support for daily living

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

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. Observations were undertaken by the Assessment Team, consumers were asked about the things they like to do and how these are enabled or supported by the service. Staff were interviewed about their understanding and application of the requirements. The team also examined relevant documents.

Overall, consumers consider they get the services and supports for daily living that are important for their health and well-being, and enable them to do the things they want to do.

For example:

* Consumers and representatives provide positive feedback on the lifestyle program and said they feel supported to do the things they want to do.
* Consumers and representatives state they are encouraged and supported to keep in touch with their family and friends. During COVID-19 visitation restrictions, this included special arrangements for representatives who provide care to the consumer.
* Most consumers and representatives provided positive feedback about the quality, variety and quantity of food available. However, some provided feedback that their food requirements or choices are not always met.
* While lifestyle care plans were not consistently customised to the consumer, staff were able to describe the interests and preferences of consumers.
* A lifestyle program is run every day at the service and includes a variety of social, physical, sensory and spiritual activities. For those consumers who prefer to spend time in their room, lifestyle staff provide one on one support and resources.

The Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(a) Compliant

*Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.*

### Requirement 4(3)(b) Compliant

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

### Requirement 4(3)(c) Compliant

*Services and supports for daily living assist each consumer to:*

1. *participate in their community within and outside the organisation’s service environment; and*
2. *have social and personal relationships; and*
3. *do the things of interest to them.*

### Requirement 4(3)(d) Compliant

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

### Requirement 4(3)(e) Compliant

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

### Requirement 4(3)(f) Compliant

*Where meals are provided, they are varied and of suitable quality and quantity.*

### Requirement 4(3)(g) Compliant

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 COMPLIANTOrganisation’s service environment

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team observed the service environment, spoke with consumers about their experience of the service environment, and interviewed care staff about the suitability and safety of equipment. The team also examined relevant documents.

Overall, consumers considered that they feel they belong in the service, and feel safe and comfortable in the service environment.

For example:

* Consumers and representatives confirm they feel safe and the service has the equipment they need.
* Consumers and representatives confirm that the internal and external environment is pleasant, and they are able to personalise their own living areas, and relatives and friends are made to feel welcome.
* Most consumers and representatives confirm bedrooms and communal areas are kept clean. All state that any maintenance to equipment and furnishings required, occurs promptly.
* The Assessment Team found the service environment to be welcoming, clean and well maintained. The service has communal areas of different sizes, both inside and outside. Furniture, fittings and equipment are observed to be safe, clean and well maintained.

The Quality Standard is assessed as Compliant as three of the three specific requirements have been assessed as Compliant.

## Assessment of Standard 5 Requirements

### Requirement 5(3)(a) Compliant

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

### Requirement 5(3)(b) Compliant

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

### Requirement 5(3)(c) Compliant

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# STANDARD 6 COMPLIANTFeedback and complaints

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

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. Consumers’ were asked how they raise complaints and the organisation’s response to complaints. The team also examined the complaints register, complaints trend analysis and interview staff in relation to their understanding and application of the requirements under this Standard.

Overall, consumers consider they are encouraged and supported to give feedback and make complaints, and consider appropriate action is taken.

For example:

* Feedback from consumers and representatives indicates consumers feel safe to make complaints, and are encouraged and supported to do so.
* Consumers and representatives are satisfied with the actions taken by staff and management in relation to feedback and that management practices open disclosure throughout.
* Consumers and representatives expressed a notable improvement in relation to feedback and complaints processes, since the appointment of new management.
* Management were able to describe how complaint data is reviewed and how subsequent action is taken to improve the quality of care and services.
* Complaints documentation identifies prompt and appropriate action is taken by management.

The Quality Standard is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

### Requirement 6(3)(a) Compliant

*Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.*

### Requirement 6(3)(b) Compliant

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

### Requirement 6(3)(c) Compliant

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

### Requirement 6(3)(d) Compliant

*Feedback and complaints are reviewed and used to improve the quality of care and services.*

# STANDARD 7 COMPLIANTHuman 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. The Assessment Team also interviewed staff, and reviewed a range of records including staff rosters, training records and performance reviews.

The majority of consumers and representatives describe satisfaction with the number and mix of staff, and advised their call bells are answered quickly.

For example:

* The service demonstrated 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. Consumers and representatives expressed satisfaction with the sufficiency of staffing within the service.
* Staff described satisfaction with staffing numbers and advised they have enough time to undertake care needs of consumers.
* A representative describes there being enough staff to meet their mother’s needs. Another representative advises there are plenty of staff to meet the consumer’s needs.
* The service demonstrated the workforce is recruited, trained, equipped and supported to deliver outcomes required by the Standards. Consumers and representatives expressed satisfaction staff are trained and supported to provide care to the consumer.
* Consumers and representatives describe in various ways, staff are kind, caring and gentle when providing care. The Assessment Team observed positive staff interactions with consumers.

#### Consumers and representatives said staff are trained and supported to provide care to consumers. Staff express satisfaction with the quality of training provided both on-line and face to face. Staff confirm completing the organisation’s annual, mandatory training program and express satisfaction with being supported to undertake further education if they wish to do so.

* The service demonstrated regular assessment, monitoring and review of the performance of each member of the workforce. Staff confirmed they are receiving positive feedback from management. The service demonstrated a system for staff appraisal and performance management processes.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## 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)(b) Compliant

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

### 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.*

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

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

### Requirement 7(3)(e) Compliant

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# STANDARD 8 COMPLIANTOrganisational governance

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

To understand how the organisation understands and applies the requirements within this Standard, the Assessment Team spoke with management and staff and reviewed relevant systems and processes relating to the organisational governance, underpinning the delivery of care and services (as assessed through other Standards).

Overall, consumers consider the organisation is well run and feel they can partner in improving the delivery of care and services.

For example:

* Consumers and representatives are involved in the development, delivery and evaluation of care and services. Management seeks input from consumers and representatives, and have either actioned, or are in the process of actioning, improvement ideas.
* The service demonstrated a culture of safe, inclusive and quality care and services. Overall, consumers and representatives expressed feeling safe at the service and living in an inclusive environment with provision of quality care and services. The organisation promotes safe and inclusive care to guide staff practice.
* The service demonstrated governance systems that are in place and their application in considering best outcomes for consumers. The board monitors and reviews routine reporting and analysis of data related to consumer experience. The board then satisfies itself that systems and processes are in place to ensure the right care is being provided in accordance with the aged care quality standards.
* The organisation’s risk management framework ensures risks are reported, escalated and reviewed by management at service level and by the organisation’s executive management including the board.
* The organisation’s clinical governance framework includes monitoring and review of antimicrobial use, the use of restraint and open disclosure.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements*.*

### Requirement 8(3)(a) Compliant

*Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.*

### Requirement 8(3)(b) Compliant

*The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.*

### Requirement 8(3)(c) Compliant

*Effective organisation wide governance systems relating to the following:*

1. *information management;*
2. *continuous improvement;*
3. *financial governance;*
4. *workforce governance, including the assignment of clear responsibilities and accountabilities;*
5. *regulatory compliance;*
6. *feedback and complaints.*

### Requirement 8(3)(d) Compliant

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can.*

### Requirement 8(3)(e) Compliant

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*

# 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.