BlueCross The Boulevard

Performance Report

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**Commission ID:** 3827

**Provider name:** Blue Cross Community Care Services (Toorak) Pty Ltd

**Assessment Contact - Site date:** 26 October 2020

**Date of Performance Report:** 20 November 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

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| --- | --- |
| **Standard 1 Consumer dignity and choice** |  |
| Requirement 1(3)(a) | Compliant |
| Requirement 1(3)(c) | Compliant |
| Requirement 1(3)(e) | Compliant |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(g) | Compliant |
| **Standard 8 Organisational governance** |  |
| 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 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 11 November 2020.

# STANDARD 1 Consumer 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

Three of the six specific requirements have been assessed as Compliant.

An overall rating for the Quality Standard is not provided as not all requirements were assessed.

## 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.*

The Assessment Team found that the majority of consumers and representatives interviewed agreed that staff treat consumers with respect and value them as individuals. Staff were observed to interact with consumers in a professional and friendly way and demonstrated an understanding of their individual choices and preferences. Staff were also observed to engage with consumers in activities that supported identity and family relationships. Consumers’ care planning documents include information about their individual preferences and the people important to them.

### The approved provider did not submit a response to this requirement.

Having considered the information provided and notwithstanding the challenges faced by the service during the recent COVID-19 outbreak, I find that this requirement is Compliant as the service was able to demonstrate processes that enable staff to treat each consumer with dignity and respect and value their identity.

### 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.*

The Assessment Team found that consumers and representatives sampled expressed satisfaction with the consumer’s choices and preferences for care and services. Representatives also reported satisfaction with the opportunity to maintain relationships and frequent communication during and after the recent COVID-19 outbreak. They were particularly satisfied with the service allowing exceptional and compassionate visiting for family members / representatives to support the consumers. However, ongoing visitor restrictions are a concern for sampled consumers and representatives. Staff discussed the communication and visiting program the service provided during and following the recent COVID-19 outbreak to support consumers maintain key relationships. The service has communicated the steps to relax visitor restrictions as per the organisation’s plan and Victorian Public Health directives.

### The approved provider did not submit a response to this requirement.

Having considered the information provided I find that this requirement is Compliant as the service was able to demonstrate that consumers are assisted to make decisions about their care and maintain relationships of choice.

### 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.*

The Assessment Team found that representatives expressed satisfaction with the communication received and timely updates about changes or incidents that have occurred. Representatives were satisfied with the availability of dedicated staff communicating daily throughout the outbreak and surveillance period. The service provided evidence of the communication and the processes enacted to ensure communication was a priority during and after the COVID-19 outbreak.

### The approved provider did not submit a response to this requirement.

Having considered the information provided I find that this requirement is Compliant as the service was able to demonstrate that consumers/representatives are provided with current, accurate and timely information particularly in relation to the COVID-19 outbreak, individual consumer’s condition and wellbeing status, and ongoing Victorian Public Health restrictions.

# 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

Two of the five specific requirements have been assessed as Compliant.

An overall rating for the Quality Standard is not provided as not all requirements were 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.*

The Assessment Team found that the service’s initial assessment and care planning process includes comprehensive assessment of risks such as falls, skin integrity, nutrition and pain. Staff are aware of assessment and care planning processes and understand the care needs of individual consumers. The Assessment Team sampled five consumers’ files which reflected assessments completed with care planning documents containing interventions to meet consumer’s individual risks and needs.

### The approved provider did not submit a response to this requirement.

Having considered the information provided I find that this requirement is Compliant as the service was able to demonstrate that assessment of consumers’ needs considers risks to their health and well being and that care plans include appropriate interventions.

### 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.*

The Assessment Team sampled five consumers’ care planning documents which reflected regular review. Reviews and reassessment are undertaken and care plans updated when circumstances change, or incidents occur. Personal care conferences are conducted monthly and nursing staff conduct a ‘resident day’ review regularly. Processes are in place to communicate changed needs to relevant staff

### The approved provider did not submit a response to this requirement.

Having considered the information provided I find that this requirement is Compliant as the service was able to demonstrate that consumers’ care and services are reviewed regularly and when circumstances change.

# 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

Three of the seven specific requirements have been assessed as Compliant.

An overall rating for the Quality Standard is not provided as not all requirements were 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.*

The Assessment Team found that files of sampled consumers reflect care that is individualised. Each consumer receives care that is tailored to their needs and interventions for skin integrity, pain management and minimising restraint are based on current best practice principles. Staff are knowledgeable about each consumer and the care they require to optimise their health and wellbeing. Representatives feedback expressed satisfaction that the consumers are cared for and staff are responsive to any changes in the consumer’s health.

### The approved provider did not submit a response to this requirement.

Having considered the information provided I find that this requirement is Compliant as the service was able to demonstrate that consumers’ clinical and personal care is managed effectively.

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

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

The Assessment Team reviewed files of consumers at risk of high impact or high prevalence risks. Documentation review showed prevention strategies are in place and consumers receive care and review by health care professionals when incidents occur. Staff are aware of the risks associated with individual consumers’ care and monitoring processes are in place. Representatives are satisfied with the care the consumer is receiving.

### The approved provider did not submit a response to this requirement.

Having considered the information provided I find that this requirement is Compliant as the service was able to demonstrate that risks associated with the care of each consumer are managed effectively.

### 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 approved provider demonstrated that all staff have completed skills based competency in PPE usage and that ongoing staff monitoring and training is in place.

The outbreak plan was created by the organisation and has specific information relating to the management of an outbreak at the service. Processes and practices to promote appropriate antibiotic prescribing are in place.

Having considered the information provided I find that this requirement is Compliant as the service was able to demonstrate the implementation of processes and practices to minimise infection related risks, including risks associated with COVID-19. Antibiotic prescribing is also managed.

# STANDARD 8 Organisational 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

Two of the five specific requirements have been assessed as Compliant.

An overall rating for the Quality Standard is not provided as not all requirements were assessed.

## Assessment of Standard 8 Requirements

### 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.*

The Assessment Team were provided with policies and procedures related to the management of risks associated with the care of consumers and identifying and responding to abuse and neglect of consumers. Management could provide examples of their implementation and the organisation’s review process. While the service required significant external assistance during the recent COVID-19 outbreak, the Assessment Team’s review of documentation of clinical incidents, the continuous improvement plan and education records demonstrate that the service is actively reviewing and analysing to improve care and provide appropriate training to staff. The service has identified the steps towards relaxation of the visitor’s restrictions which will support consumers physical and emotional wellbeing.

### The approved provider did not submit a response to this requirement.

### Having considered the information provided I find that this requirement is Compliant as the service was able to demonstrate that effective risk management processes and practices are in place.

### 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.*

The organisation has a clinical governance framework which includes antimicrobial stewardship, minimising the use of restraint and an open disclosure policy. The organisation is involved in a national survey on the appropriate prescribing of antibiotics. Survey results will form a benchmarking process for appropriate use of antibiotics in aged care. The service provided the psychotropic medication register for review, all consumers have had regular review of their medication. During the COVID-19 outbreak, representatives expressed satisfaction in the communication received being honest and delivered in a sensitive manner.

### The approved provider did not submit a response to this requirement.

### Having considered the information provided I find that this requirement is Compliant as the service was able to demonstrate clinical governance processes.

# 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.