BlueCross Western Gardens

Performance Report

40 Anderson Road
SUNSHINE VIC 3020
Phone number: 03 8311 8888

**Commission ID:** 3654

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

**Assessment Contact - Site date:** 12 April 2021

**Date of Performance Report:** 4 May 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | 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.

Most consumers considered that they feel like partners in the ongoing review of their care and services. For example:

* Consumers and representatives described how they are involved in reviewing the effectiveness of the consumer’s care including when changes or incidents impact on the consumer’s well-being.
* Representatives spoke positively of being kept informed of changes in the health of the consumer and recommended changes in care.

Staff described the process to escalate and advise the nursing staff of changes to consumers’ needs, and to document changes in progress notes.

Care plans reflected regular review, and reassessment generally occurs in response to changes in consumers circumstances, needs, goals or preferences and following incidents.

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

## Assessment of Standard 2 Requirements

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

* Most consumers and representatives said care is safe and meets consumers’ needs. Examples included pain is managed well, medication administered as required and wounds always dressed and heal well.

Documentation and staff interviews demonstrated the provision of individualised care that is safe, effective and tailored to the specific needs and preferences of the consumer. The service demonstrated care includes best practice management of skin integrity, pain, restraint, oral and dental care and behaviours to optimise health and well-being.

Staff interviews, and observations by the Assessment Team demonstrated effective management of high impact or high prevalence risks associated with the care of each consumer. Care documentation reflected the delivery of care is in line with the risks identified for each consumer.

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.*

# 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.