Boronia House

Performance Report

183 - 197 Boronia Road   
ST MARYS NORTH NSW 2760  
Phone number: 02 9833 5600

**Commission ID:** 1025

**Provider name:** Thompson Health Care Pty Ltd

**Assessment Contact - Site date:** 29 June 2020

**Date of Performance Report:** 27 June 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 2 Ongoing assessment and planning with consumers** | **Compliant** |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(d) | 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 21 July 2020.

# STANDARD 2 COMPLIANT 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

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

## 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 some care plans lacked sufficient detail in certain sections of the care plan about causal factors/triggers and/or relevant risk management strategies to meet the specific needs of each consumer. Having reviewed the team’s report and further information provided by the approved provider in response to that report, I am satisfied that assessment and care planning processes sufficiently take into consideration risks to the consumer’s health and wellbeing and this information is documented in the care plan and informs the delivery of safe and effective care and services.

### 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.*

The assessment team found that not all consumers/representatives had seen their care plans however most family members interviewed confirmed they were aware of the care plans and that they can have access to them. Having reviewed the team’s report and further information provided by the approved provider in response to that report, I am satisfied that 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 them.

# 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.