Bribie Cove

Performance Report

199-213 Goodwin Drive
BONGAREE QLD 4507
Phone number: 07 3400 1000

**Commission ID:** 5399

**Provider name:** McKenzie Aged Care Group Pty Ltd

**Assessment Contact - Site date:** 22 June 2021 to 23 June 2021

**Date of Performance Report:** 26 July 2021

# Publication of report

This Performance Report **will 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)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | 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.
* other information and intelligence held by the Commission regarding the service.

# 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

The Assessment Team did not access all requirements of this Standard and therefore an overall compliance rating or summary for the Quality Standard has not been 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.*

Consumers and representatives confirmed that consumers received the care they needed and described ways the care delivered by staff met consumers’ needs.

Staff demonstrated knowledge of individual consumers’ needs and preferences and how these are met. For example, for one named consumer, staff described individual skin integrity care needs and demonstrated knowledge of the consumer’s personal care routine.

Registered staff said they know the care provided is safe and effective, via the monitoring of incidents such as skin tears, pressure injuries and falls; and feedback from other staff, consumers and representatives.

Care planning documentation included examples of how staff deliver personal and clinical care that optimises the consumer’s well-being. For example, strategies to support the management of a consumer with diabetes in accordance with medical directives, urinary catheter management and wound care being delivered as prescribed in consumer’s care plans.

The Assessment Team reviewed care documentation for consumers prescribed psychotropic medication for the purpose of chemical restraint and established that informed consent and authorisation had been obtained for the use of the psychotropic medication.

The service had policies, procedures and guidelines to support the delivery of care provided including in relation to restrictive practices, wound management, skin integrity and pain management.

For the reasons detailed, this requirement is Compliant.

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

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

Care planning documentation reflected the service managed the risks associated with the care of individual consumers through the completion of risk assessments and management plans to guide staff in care delivery.

Staff demonstrated knowledge of consumers’ personal and clinical needs and provided examples of individualised strategies for managing high-impact and high-prevalence risks. For example, the risk of infection for a consumer with an indwelling urinary catheter, and risks for individual consumers in relation to pressure injury, falls, and behaviours.

The service had processes to identify, monitor, trend and analyse high-impact and high-prevalence risks for consumers. For example, through the analysis of clinical incident data and regular review of psychotropic medication use at the service in collaboration with the Medical Officer.

For the reasons detailed, this requirement is Compliant

# STANDARD 7 Human 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

The Assessment Team did not access all requirements of this Standard and therefore an overall compliance rating or summary for the Quality Standard has not been provided.

## 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.*

Consumers and representatives said there was sufficient staff to support and deliver consumers care and services, and expressed satisfaction that consumer’s requests for assistance were responded to in a timely manner.

Staff described how the service allocates them to work in particular areas of the service to support continuity of consumers’ care. Staff said although they are busy, there is sufficient time to complete tasks, and can request staff from another area to assist them if needed.

Management and staff described how the service supports safe, quality consumer care. For example, the service had allocated additional care staff in a particular area of the service to support with the management of consumers who wander and are at risk for falling.

Observations made by the Assessment Team during the Assessment Contact included staff interacting with consumers in a kind, caring and supportive manner.

For the reasons detailed, this requirement is 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.