Bupa Clemton Park

Performance Report

1 Tedbury Street
CLEMTON PARK NSW 2206
Phone number: 02 9789 8400

**Commission ID:** 1024

**Provider name:** Bupa Aged Care Australia Pty Ltd

**Assessment Contact - Site date:** 25 September 2020

**Date of Performance Report:** 2 October 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 1 Consumer dignity and choice** |  |
| Requirement 1(3)(b) | Compliant |
| **Standard 4 Services and supports for daily living** |  |
| Requirement 4(3)(c) | 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 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

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, asking them about the requirements, reviewing their care planning documentation (for alignment with the feedback from consumers) and testing staff understanding and application of the requirements under this Standard. The team also examined relevant documentation and drew relevant information from other consumer interviews and the assessment of other Standards.

The Assessment Team did not assess all requirements of this Standard and an overall rating for the Quality Standard is not provided. The one of one specific requirement was assessed as Compliant.

 **Assessment of Standard 1 Requirements**

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

*Care and services are culturally safe.*

The Assessment Team found that consumers gave numerous examples on how staff treat them with dignity and respect. Including that consumers feel part of a family, are listened to, are valued and that staff are positive in their interactions with them.

The Assessment team also found that the service has a culture of inclusion, consumers are treated with dignity and respect. Consumers are encouraged to do things for themselves and staff know what is important to them. Information was provided on the different cultural backgrounds of the consumer in the service.

The Assessment Team’s report described examples of where staff were able to describe how the service has adapted the way care and services are offered so they are more culturally safe for each consumer. The Assessment Team’s report described examples of where staff were able to describe individual consumers, their preferences and their individual needs.

Care plans for sampled consumers contained detailed backgrounds, and cultural, spiritual, and specific needs for each consumer. Cultural lists provided for each community contained consumer language requirements and notes on end of life spiritual needs and preferences.

I am of the view that the approved provider complies with this requirement as they have demonstrated that care and services are culturally safe.

# STANDARD 4 Services 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 made, consumers were asked about the things they like to do and how these things are enabled or supported by the service and staff were asked about their understanding and application of the requirements. The team also examined relevant documents.

The Assessment Team did not assess all requirements of this Standard and therefore an overall rating for the Quality Standard is not provided. The one of one specific requirement that was assessed is found Compliant.

 **Assessment of Standard 4 Requirements**

### 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.*

The Assessment Team found that the service was able to demonstrate that it understands and can apply the requirement that 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. Consumers and staff were observed to be happy and having meaningful engagement, with smiles and laughter. Consumers said staff really know all the consumers, their past, their likes and dislikes and as a result this makes the consumer feel valued. Staff explained there are some consumers who have made friends with other consumers from other communities in the service. The café is open to one community per day but has an allocated area where two consumers from different communities can still meet for coffee, with social distancing measures put into place. Staff said that COVID-19 restrictions have been hard on the consumers. They are trying several ways to assist the consumers to still stay connected. Via the telephone, social media platforms, video calls and the ‘window of love’ where consumers and their families can sit on either side of the window at the entrance of the service and talk. Due to COVID-19 restrictions on visitors and for the consumers to go out or move around the service, extra recreational activities officers (RAO) have been rostered to work in each of the communities. The service is assisting married consumers to celebrate their wedding anniversaries. They set up a private dining room and decorate it for the couples to have a special dinner together. One of the couples where Hindi speaking, which the service had signs made up with Hindi words or celebration, congratulation and love. With consumers not being about to go out and get their hair or nails done, staff have been holding pamper sessions with high tea and hair dressing services including cuts and colour at no charge to the consumers. The service has started a pen pal program with the consumers and a local high school.

I am of the view that the approved provider complies with this requirement as they have demonstrated that services and supports provided to consumers assist them to participate in their community within and outside the service and to do activities that are meaningful to each consumer, and have personal and social relationships.

# 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.