Bupa Kyneton

Performance Report

2 Edgecombe Street
KYNETON VIC 3444
Phone number: 03 5422 2800

**Commission ID:** 3876

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

**Assessment Contact - Site date:** 20 May 2021

**Date of Performance Report:** 30 June 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 |
| **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.

# 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 Quality Standard does not have an overall compliance finding as only one requirement, Requirement 3(3)(a) was assessed.

To understand the consumer’s experience and how the organisation understands and applies the requirement, 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 and representatives said they were satisfied with the care they receive, and it meets their needs. Consumers described how care staff knew their preferences for care and were responsive when assistance was required

The Assessment team undertook a clinical review across a number of care domains including skin integrity, pain and the use of chemical restraint.

Staff were interviewed about the specific needs of consumers that the Assessment Team had reviewed, and staff demonstrated a good understanding of the clinical care those consumers required.

The Assessment Team found that the service’s delivery of care is based in best practice, is tailored to the consumer’s individual needs and supports each consumer’s wellbeing.

The approved provider complies with Requirement 3(3)(a).

### 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.*

# 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 Quality Standard does not have an overall compliance finding as only one requirement, Requirement 7(3)(a) was assessed.

To understand the consumer’s experience and how the organisation understands and applies Requirement 7(3)(a), the Assessment Team spoke with consumers about their experience of the staff, interviewed staff, and reviewed a range of records.

Consumers and representatives were generally satisfied there are sufficient staff at the service and staff are responsive to their care needs and said staff, overall, respond quickly when they use the call bell.

Management said they review call bell response times daily and reallocate staff if a need to do so is evident.

Staff said they have time to deliver care and management has a system to replace unexpected leave which is overall effective.

The Assessment Team reviewed the roster, which was reflective of care needs and observed staff responding to call bells and circulating throughout the service responding to consumer needs.

The approved provider complies with Requirement 7(3)(a).

## 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.*

# 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.