Bupa Woodville

Performance Report

104 Woodville Road
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**Commission ID:** 6940

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

**Assessment Contact - Site date:** 22 November 2021

**Date of Performance Report:** 24 December 2021

# Performance report prepared by

Michelle Glenn, delegate of the Aged Care Quality and Safety Commissioner.

# 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)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |

# Detailed assessment

This performance report details the Commissioner’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 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 consumers, representatives, staff and management
* the provider’s response to the Assessment Contact - Site report received 14 December 2021.

# 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 assessed Requirement (3)(b) in Standard 3 Personal care and clinical care as part of the Assessment Contact and have recommended Requirement (3)(b) met. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings, the provider’s response and the evidence documented in the Assessment Team’s report and based on this information, I find Bupa Aged Care Australia Pty Ltd, in relation to Bupa Woodville, Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care. I have provided reasons for my finding in the specific Requirement below.

### Assessment of Standard 3 Requirements

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

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

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* Overall, consumers sampled considered that they receive personal care and clinical care that is safe and right for them. Consumers have access to Medical officers and allied health professionals as and when they need it.
* Four care files sampled demonstrated high impact or high prevalence risks are identified and effectively managed. There are processes to identify, assess, manage and monitor risks associated with consumers’ clinical and personal care.
* Care files sampled demonstrated effective management of risks relating to falls, swallowing difficulties and weight loss. Where issues had been identified, additional monitoring and charting were implemented, assessments completed, management strategies reviewed and/or developed and referrals to Medical officers and/or allied health professionals initiated.
* A care file demonstrated concerns relating to swallowing difficulties, choking on some foods and reduced food intake were raised by representatives at a family conference in October 2020. As a result, the consumer was referred to and reviewed by a Speech pathologist and recommendations implemented. Assessment, care plan and review documents dated February, June and August 2021 indicate the consumer’s nutrition and hydration was monitored. In October 2021, the consumer experienced a choking episode on a food item supplied by the family which was not in line with the specialist’s recommendations.
* There is no indication the consumer had any previous incidents of choking prior to October 2021 and documentation indicates the consumer was receiving the recommended diet consistency. However, I consider the evidence could suggest deficiencies associated with supporting consumers to take risks to enable them to live the best life they can. While Standard 1 Requirement (3)(d) was not assessed at this Assessment Contact, I would encourage the service to review processes as they relate to this Requirement to ensure consumers’ safety is maintained through provision of appropriate support strategies.
* Staff demonstrated an understanding of high impact risks and provided examples of consumers, including actions to assist in the management of risks.
* Staff sampled described strategies to minimise high impact or high prevalence risks, including prevention strategies for pressure injuries and to minimise risk of falls.
* Policy and procedure documents relating to management of high impact or high risk care, including nutrition and hydration, weight loss, falls and pain are available to guide staff in delivery of care and services.

For the reasons detailed above, I find Bupa Aged Care Australia Pty Ltd, in relation to Bupa Woodville, Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care.

# 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 assessed Requirement (3)(a) in Standard 7 Human resources as part of the Assessment Contact and have recommended Requirement (3)(a) met. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings, the provider’s response and the evidence documented in the Assessment Team’s report and based on this information, I find Bupa Aged Care Australia Pty Ltd, in relation to Bupa Woodville, Compliant with Requirement (3)(a) in Standard 7 Human resources. I have provided reasons for my finding in the specific Requirement below.

## 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.*

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* The service has processes to ensure 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 sampled spoke positively about staff indicating they are kind and caring, permanent staff know their care needs and there is sufficient numbers of staff ensuring they do not have to wait long to have their care needs attended to.
* Four consumers indicated they had observed an increase in agency staff in the last two to three months and they do not always know their care needs
* Staff sampled were satisfied there are enough staff, unfilled shifts do not occur regularly and they have enough time to perform their role for the safe care and delivery of services. Three staff indicated there had recently been an increase in agency staff.
* Recruitment is currently underway for personal care assistants which will reduce use of agency staff.
* Call bell response times above the service’s key performance indicator triggers an investigation which includes consultation with the consumer and staff member involved.

The provider’s response included improvements and or actions initiated since the Assessment Contact, including:

* A Clinical care manager, two registered nurses and three Personal care workers have progressed through the recruitment process and will be commencing employment with the service. When recruitment processes are finalised, the use of agency staff will be greatly reduced.

For the reasons detailed above, I find Bupa Aged Care Australia Pty Ltd, in relation to Bupa Woodville, Compliant with Requirement (3)(a) in Standard 7 Human resources.

# 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.