Burswood Care Annie Bryson McKeown Lodge

Performance Report

2 Angove Road, SPENCER PARK
ALBANY WA 6330
Phone number: 08 9841 2349

**Commission ID:** 7067

**Provider name:** Burswood Care Pty Ltd

**Assessment Contact - Site date:** 23 November 2020

**Date of Performance Report:** 25 January 2021

# 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 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.
* the Infection Control Monitoring Checklist completed at the time of the Assessment Contact.

# 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

Consumers and representatives said there are sufficient staff to meet consumers’ care needs and that consumers do not feel rushed. They said they have confidence in the staff as they are kind and know what they are doing.

The Assessment Team did not assess all requirements specific to this Quality Standard, therefore an overall rating 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 spoke highly of staff and said that overall there are enough staff to meet consumers’ needs and that staff respond to consumers’ requests for assistance promptly. Consumers provided examples of how staff meet their care needs in a timely manner including for example, providing time dependent medications, assisting with toileting and hygiene and providing pain medication.

The service has recently expanded and management staff said recruitment has been ongoing to ensure there are sufficient staff to meet consumers’ needs. To assist with recruitment the organisation has been offering traineeships and has relationships with educational institutions and job centres. In response to the increased number of consumers at the service additional staffing resources are in place including increased clinical staff, hospitality staff and carers.

Management staff said they had experienced difficulty filling shifts when staff take unplanned leave. They explained how they monitor staffing and the actions they take to ensure shifts are filled including accessing the casual pool of staff, offering overtime and sourcing staff from other services within the organisation. Additionally, care staff have been upskilled to be medication competent which has improved efficiency and supports consumers to receive their medications on time.

While care staff reported that there is the occasional shift that is not replaced, all care staff were satisfied with staffing numbers and said the consumers’ care needs are met. Care staff explained how they use communication devices and work together as a team to ensure consumers do not lack care. They said that they felt supported by the clinical staff who provide additional help if the care staff are busy. Clinical staff said they have the resources they need to complete their work and if there is a task that has not been completed it is handed to the next shift.

The Assessment Team observed care staff engaging with consumers and offering them drinks; clinical staff were observed assisting care staff with care delivery such as transferring consumers.

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.