Accreditation Decision and Report

**Decision to re-accredit service following a site audit**

**Service and approved provider details**

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| --- | --- |
| **Name of service:** | Cadorna House |
| **RACS ID:** | 8049 |
| **Name of approved provider:** | Cadorna House |
| **Address details:** | 91A Cormiston Road RIVERSIDE TAS 7250 |
| **Date of site audit:** | 10 July 2019 to 12 July 2019 |

**Summary of decision**

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| **Decision made on:** | 14 August 2019 | |
| **Decision made by**: | Authorised delegate of the Aged Care Quality and Safety Commissioner (Commissioner) under section 76 of the *Aged Care Quality and Safety Commission Act 2018* to decide under section 41 of the Aged Care Quality and Safety Commission Rules 2018 (Rules) about the accreditation of a service. | |
| **Decision:** | To re-accredit the service under section 41 of the Rules. | |
| **Further period of accreditation:** | 06 October 2019 to 06 October 2020 | |
| **Assessment of performance with the Aged Care Quality Standards** | | |
| Standard 1 Consumer dignity and choice | | Not Met |
| Standard 2 Ongoing assessment and planning with consumers | | Not Met |
| Standard 3 Personal care and clinical care | | Not Met |
| Standard 4 Services and supports for daily living | | Met |
| Standard 5 Organisation’s service environment | | Met |
| Standard 6 Feedback and complaints | | Not Met |
| Standard 7 Human resources | | Not Met |
| Standard 8 Organisational governance | | Not Met |
| **Timetable for making improvements:** | By 02 December 2019 | |
| **Revised plan for continuous improvement due:** | By 27 August 2019 | |

**This decision is published on the Aged Care Quality and Safety Commission’s (Commission) website under section 48 of the Rules.**

## Introduction

**This is the report of an assessment of Cadorna House (the Service) conducted from 10 July 2019 to 12 July 2019.**

**This assessment was conducted for the purposes of assessing the provider’s performance in relation to the Service against the Aged Care Quality Standards (the Quality Standards) in accordance with the Aged Care Quality and Safety Commission Rules 2018.**

This report details the findings of this performance assessment and contains a detailed report about the performance of the Service against each Quality Standard assessed and the requirements within each Quality Standard assessed rated as either, Met or Not Met.

For a ‘Not met’ finding, the Assessment Team has provided information about why the requirement was Not Met.

This Report is to be read in conjunction with the Standards.

## Assessment Details

The assessment was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

The following interviews were undertaken:

| **Type** | **Number** |
| --- | --- |
| Consumers | 18 |
| Representatives | 2 |
| Admin manager | 1 |
| Approved provider | 1 |
| Care staff | 2 |
| Hospitality Staff | 3 |
| Leisure and lifestyle staff | 2 |
| Registered and enrolled nurses | 6 |
| Student | 2 |

## Detailed findings

This section covers information about the assessment of the provider’s performance, in relation to the service, against each of the requirements of the Quality Standards that were assessed.

### Standard 1: Consumer dignity and choice Not Met

#### Consumer outcome:

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:

The organisation has a culture of inclusion and respect for consumers; and supports consumers to exercise choice and independence; and respects consumers’ privacy.

#### Summary of Assessment of Standard 1:

The Assessment Team found that the service met five of six requirements under Standard One.

While consumer experience interviews showed that 93% of consumers and representatives randomly sampled agreed that staff treat them with respect most of the time or always, seven of eighteen consumers outlined ways they are not treated with dignity and respect. The organisation uses verbal discussions, surveys and consumer meetings to provide opportunities to gain feedback but was unable to demonstrate that all consumers are treated with dignity and respect.

Consumers and representatives interviewed are satisfied that staff make visitors feel welcome. Staff were observed to interact with consumers professionally and could outline consumer’s individual preferences and interests.

The service conducts regular care plan reviews and this is generally discussed with the consumer or representative. However, this process does not always identify changes in consumer conditions.

Staff could provide meaningful examples of how they help consumers make choices and identified through the performance assessment ways to improve their engagement with consumers. Staff were able to identify consumers who wish to undertake risk activities and ways they monitor and review this.

The privacy and confidentiality of consumer information is maintained and consumers are satisfied that their privacy is maintained. Staff were able to describe ways they maintain privacy during care delivery and how they make consumers feel respected and comfortable.

#### Requirements:

##### Standard 1 Requirement (a) Not Met

Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

##### Standard 1 Requirement (b) Met

Care and services are culturally safe.

##### Standard 1 Requirement (c) Met

Each consumer is supported to exercise choice and independence, including to:  
i) make decisions about their own care and the way care and services are delivered; and  
ii) make decisions about when family, friends, carers or others should be involved in their care; and  
iii) communicate their decisions; and  
iv) make connections with others and maintain relationships of choice, including intimate relationships.

##### Standard 1 Requirement (d) Met

Each consumer is supported to take risks to enable them to live the best life they can.

##### Standard 1 Requirement (e) Met

Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.

##### Standard 1 Requirement (f) Met

Each consumer’s privacy is respected and personal information is kept confidential.

### Standard 2: Ongoing assessment and planning with consumers Not Met

#### Consumer outcome:

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well being.

#### Organisation statement:

The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well being in accordance with the consumer’s needs, goals and preferences.

#### Summary of Assessment of Standard 2:

The Assessment Team found that three of the five requirements under Standard Two were met.

Consumer experience interviews show that 92% of consumers and representative randomly interviewed are satisfied with the care provided all or most of the time. Four consumers and representatives provided feedback around how assessment and planning has not informed the delivery of safe and effective care.

The service did not adequately demonstrate that it undertakes care assessment and planning including the consideration of risks for consumers to ensure safe and effective care.

Staff were able to outline how they receive and document care information in the consumers’ file. Consumer file review demonstrated that, although occurring regularly, the current processes to review care are not always identifying changes to consumers’ care needs.

Management is implementing a new suite of clinical documentation that will support the improvement of the clinical documentation processes.

#### Requirements:

##### Standard 2 Requirement (a) Not Met

Assessment and planning, including consideration of risks to the consumer’s health and well being, informs the delivery of safe and effective care and services.

##### Standard 2 Requirement (b) Met

Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.

##### Standard 2 Requirement (c) Met

Assessment and planning:   
i) is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and   
ii) includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.

##### Standard 2 Requirement (d) Met

The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.

##### Standard 2 Requirement (e) Not Met

Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.

### Standard 3: Personal care and clinical care Not Met

#### Consumer outcome:

I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

#### Organisation statement:

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

#### Summary of Assessment of Standard 3:

The Assessment Team found that the service met one of six requirements under Standard Three.

Consumer experience interviews show that 92% of consumers and representative randomly interviewed are satisfied with the care provided all or most of the time. However, the Assessment Team was provided with feedback in various ways that the care and services provided do not meet the clinical and personal needs of some consumers.

The service did not adequately demonstrate that each consumer is receiving safe and effective personal and clinical care that is best practice, tailored to their needs and optimises their health and well-being. The service did not adequately demonstrate that high impact or high prevalence risks, including wound management, pain management and physical restraint are effectively managed.

The service’s clinical incident monitoring and audits have not been effective in identifying failures in the service’s clinical care delivery.

Infection control strategies are implemented as needed and monitoring of vaccination levels occurs.

#### Requirements:

##### Standard 3 Requirement (a) Not Met

Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:   
i) is best practice and   
ii) is tailored to their needs and   
iii) optimises their health and well being.

##### Standard 3 Requirement (b) Not Met

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

##### Standard 3 Requirement (c) Not Met

The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.

##### Standard 3 Requirement (d) Not Met

Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.

##### Standard 3 Requirement (e) Not Met

Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.

##### Standard 3 Requirement (f) Not Met

Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

##### Standard 3 Requirement (g) Met

Minimisation of infection related risks through implementing:   
i) standard and transmission based precautions to prevent and control infection; and   
ii) practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

### Standard 4: Services and supports for daily living Met

#### Consumer outcome:

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:

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.

#### Summary of Assessment of Standard 4:

The Assessment Team found that the service met all seven requirements under Standard Four.

Consumer experience interviews show that 92% of consumers and representative randomly interviewed outlined in various ways they get the services they need always or most of the time and are encouraged to do as much as possible for themselves always or most of the time. Consumers and representatives provided feedback about the supports provided for daily living including ways in which their emotional, spiritual and psychological wellbeing is maintained.

Consumer experience interviews show that 75% of consumers and representative randomly interviewed outlined in various ways that consumers like the food most of the time or always. One consumer said they never like the food but continued to outline foods they like to eat. Two consumers and representatives said they like the food some of the time but said in various ways there is not much variety.

Staff could outline individual interventions used to support consumers in relation to spiritual and emotional wellbeing. This included knowing representatives and engaging consumers in activities of interest to them inside and outside the service. Staff could outline dietary needs of consumers and what they do if a consumer does not like the meal. Staff confirmed they have sufficient equipment available for use.

#### Requirements:

##### Standard 4 Requirement (a) Met

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.

##### Standard 4 Requirement (b) Met

Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.

##### Standard 4 Requirement (c) Met

Services and supports for daily living assist each consumer to:   
i) participate in their community within and outside the organisation’s service environment; and   
ii) have social and personal relationships; and   
iii) do the things of interest to them.

##### Standard 4 Requirement (d) Met

Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

##### Standard 4 Requirement (e) Met

Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

##### Standard 4 Requirement (f) Met

Where meals are provided, they are varied and of suitable quality and quantity.

##### Standard 4 Requirement (g) Met

Where equipment is provided, it is safe, suitable, clean and well maintained.

### Standard 5: Organisation’s service environment Met

#### Consumer outcome:

I feel I belong and I am safe and comfortable in the organisation’s service environment.

#### Organisation statement:

The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

#### Summary of Assessment of Standard 5:

Consumers and representatives provided feedback in various ways about the service environment being welcoming, clean and well maintained. The service has under gone recent refurbishments and further refurbishment is occurring.

The service environment was observed to be clean, tidy and well maintained. Staff could describe maintenance processes and how they report any issues they identify. Cleaning staff were observed to be carrying out their duties within the service.

Management outlined processes to monitor the service environment and the maintenance processes. Management also discussed the refurbishment processes currently being completed to enhance the living environment for consumers.

#### Requirements:

##### Standard 5 Requirement (a) Met

The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.

##### Standard 5 Requirement (b) Met

The service environment:   
i) is safe, clean, well maintained and comfortable; and   
ii) enables consumers to move freely, both indoors and outdoors.

##### Standard 5 Requirement (c) Met

Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

### Standard 6: Feedback and complaints Not Met

#### Consumer outcome:

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

#### Organisation statement:

The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

#### Summary of Assessment of Standard 6:

The Assessment Team found that the service met two of four requirements under Standard Six.

Consumer experience interviews show that 92% of consumers and representative randomly interviewed agreed that staff follow up when they raise things always or most of the time. Consumers were able to describe ways in which they provide feedback. Consumers have access to advocates and language services to provide feedback.

Feedback is sought from consumers and representatives through consumer meetings and surveys. The service has recently introduced a feedback form.

The service could not adequately demonstrate actions taken in response to complaints and is yet to embed an open disclosure process. The service does not currently record and trend complaints to improve the quality of care and services.

#### Requirements:

##### Standard 6 Requirement (a) Met

Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

##### Standard 6 Requirement (b) Met

Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

##### Standard 6 Requirement (c) Not Met

Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

##### Standard 6 Requirement (d) Not Met

Feedback and complaints are reviewed and used to improve the quality of care and services.

### Standard 7: Human resources Not Met

#### Consumer outcome:

I get quality care and services when I need them from people who are knowledgeable, capable and caring.

#### Organisation statement:

The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

#### Summary of Assessment of Standard 7:

The Assessment Team found that the service met two of five requirements under Standard Seven.

Consumer experience interviews show that 92% of consumers and representative randomly interviewed agreed that staff were kind and caring always or most of the time. Seven of eighteen consumers outlined ways they are not treated with dignity and respect.

The organisation did not adequately demonstrate that the workforce has the knowledge to perform their roles effectively and this has had an impact on consumers. File review demonstrated a number of examples where staff knowledge had not ensured care and services are safe and effective.

The organisation did not effectively demonstrate that the workforce is trained, equipped and supported to ensure safe and effective care delivery to consumers, particularly in relation to wound management, pain management and restraint management.

#### Requirements:

##### Standard 7 Requirement (a) Met

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.

##### Standard 7 Requirement (b) Not Met

Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.

##### Standard 7 Requirement (c) Not Met

The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.

##### Standard 7 Requirement (d) Not Met

The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.

##### Standard 7 Requirement (e) Met

Regular assessment, monitoring and review of the performance of each member of the workforce.

### Standard 8: Organisational governance Not Met

#### Consumer outcome:

I am confident the organisation is well run. I can partner in improving the delivery of care and services.

#### Organisation statement:

The organisation’s governing body is accountable for the delivery of safe and quality care and services.

#### Summary of Assessment of Standard 8:

The Assessment Team found that the service met one of five requirements under Standard Seven.

Consumer experience interviews show that 83% of consumers and representatives randomly interviewed agreed that the place was well run always or most of the time. Seven of eighteen consumers outlined ways they are not treated with dignity and respect and the Assessment Team was provided with feedback in various ways that the care and services provided do not meet the clinical and personal needs of some consumers.

The organisation could not adequately demonstrate governance practices are effective in ensuring that consumers are provided with safe and effective care particularly in relation to the management of clinical care and high-impact and high-prevalence risks.

The organisations governing body has not identified systemic failings in relation to the delivery of safe and effective personal and clinical care, and failings in assessment and planning, complaints management and human resources,

#### Requirements:

##### Standard 8 Requirement (a) Met

Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

##### Standard 8 Requirement (b) Not Met

The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

##### Standard 8 Requirement (c) Not Met

Effective organisation wide governance systems relating to the following:  
i) information management  
ii) continuous improvement  
iii) financial governance  
iv) workforce governance, including the assignment of clear responsibilities and accountabilities  
v) regulatory compliance  
vi) feedback and complaints

##### Standard 8 Requirement (d) Not Met

Effective risk management systems and practices, including but not limited to the following:  
i) managing high-impact or high-prevalence risks associated with the care of consumers  
ii) identifying and responding to abuse and neglect of consumers  
iii) supporting consumers to live the best life they can

##### Standard 8 Requirement (e) Not Met

Where clinical care is provided - a clinical governance framework, including but not limited to the following:   
i) antimicrobial stewardship   
ii) minimising the use of restraint  
iii) open disclosure