Calvary Trevu House

Performance Report

1-13 Deland Avenue
Gawler East SA 5118
Phone number: 08 8552 1045

**Commission ID:** 6843

**Provider name:** Calvary Aged Care Services Pty Ltd

**Assessment Contact - Site date:** 6 December 2021

**Date of Performance Report:** 11 January 2022

# 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)(c) | 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 did not submit a response to the Assessment Contact - Site report.

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

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Calvary Aged Care Services Pty Ltd, in relation to Calvary Trevu House, Compliant with Requirement (3)(c) 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)(c) Compliant

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

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 and clinical care that is safe and right for them. Three representatives sampled indicated they have discussed consumers’ advance care directives with staff and were satisfied with comfort care and pain management provided by staff and Medical officers during the palliative phase of consumers’ care.
* The service demonstrated how consumers’ end of life needs and preferences are monitored and provided through assessment processes. Three care files sampled included information relating to advance care directives and end of life care planning. These documents are reviewed with consumers and/or representatives during four-monthly care review processes and as required.
* Progress notes for three consumers demonstrated where a deterioration in condition was identified, additional monitoring had been initiated, assessments, including in relation to pain completed, care plans were updated to reflect consumers’ current care and service needs and care had been provided to ensure consumers’ comfort was maintained. Additionally, there was evidence representatives had been kept informed and regular input from Medical officers occurred.
* Care staff sampled described monitoring processes and end of life care wishes for consumers who had recently passed away. Additionally, both clinical and care staff described comfort, clinical, emotional, spiritual, and cultural care that is provided to consumers during the palliative phase of care.
* Procedure documents are in place to guide staff in providing holistic care and ensuring consumer comfort and dignity is maintained during the palliative phase of care.

For the reasons detailed above, I find Calvary Aged Care Services Pty Ltd, in relation to Calvary Trevu House, Compliant with Requirement (3)(c) in Standard 3 Personal care and clinical care.

# 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.