Canberra Aged Care Facility

Performance Report

48 Archibald Street   
LYNEHAM ACT 2602  
Phone number: 02 6247 3988

**Commission ID:** 2984

**Provider name:** Bunyundah Nominees Pty Ltd

**Assessment Contact - Site date:** 28 July 2021

**Date of Performance Report:** 31 August 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 conducted 28 July 2021, observations at the service, review of documents and interviews with staff, consumers/representatives and others.
* the provider’s response to the Assessment Contact - Site report received 17 August 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, 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 sampled consumers and representatives considered that consumers receive personal care and clinical care that is safe and right for them.

The Assessment Team reviewed care documentation which generally reflected individualised care that is safe, effective and tailored to consumer specific needs. The service is managing and reviewing consumers at risk of falls and who have had significant weight loss. However, the Assessment Team notes that there is a high number of falls at the service.

The Assessment Team were presented with medical authorisations for chemical restraint on request. The psychotropic register was provided during the assessment contact and contained relevant diagnoses for certain classes of prescribed psychotropics. Management provided examples of minimising their use of restrictive practices.

The Assessment Team found that pain management for consumers was assessed but not all the consumers sampled had a pain management plan. The care documents sampled demonstrated the identification of pressure injuries and skin tears, however the management of these wounds is not always in line with best practice guidelines.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

### 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

To understand the consumer’s experience and how the organisation understands and applies the individual requirements within this Standard, the Assessment Team spoke with consumers about their experience of the staff, interviewed staff, and reviewed a range of records including staff rosters, training records and performance reviews.

The Assessment Team found that overall, sampled consumers considered that they get quality care and services when they need them and from people who are knowledgeable, capable and caring.

The Assessment Team interviewed consumers and their representatives who provided feedback that staff are kind, gentle and caring and are respectful of who they are as individuals. This was also observed by the Assessment Team. Consumers and their representatives said they feel confident that staff are skilled and capable to meet their care and service needs. Consumers, representatives and staff provided feedback that there is an adequate number of staff rostered at the service to provide safe and quality care and services.

The Assessment Team found that the service demonstrates it has systems for recruitment of staff to ensure they employ staff who are skilled and meet the requirements of their job roles. There are processes for regular training in core competencies which are job specific as well as additional identified training as required.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not 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.*

# 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.