Carinity Fairfield Grange

Performance Report

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**Commission ID:** 5411

**Provider name:** The Baptist Union of Queensland

**Assessment Contact - Site date:** 28 July 2021 to 29 July 2021

**Date of Performance Report:** 23 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 1 Consumer dignity and choice** | **Compliant** |
| Requirement 1(3)(a) | Compliant |
| Requirement 1(3)(b) | Compliant |
| Requirement 1(3)(c) | Compliant |
| Requirement 1(3)(d) | Compliant |
| Requirement 1(3)(e) | Compliant |
| Requirement 1(3)(f) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(b) | Compliant |
| **Standard 7 Human resources** | **Compliant** |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(3)(b) | Compliant |
| Requirement 7(3)(c) | Compliant |
| Requirement 7(3)(d) | Compliant |
| Requirement 7(3)(e) | 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
* other information and intelligence held by the Commission in relation to the service.

# STANDARD 1 COMPLIANT Consumer dignity and choice

### Consumer outcome:

1. 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:

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

## Assessment of Standard 1

To understand the consumer’s experience and if the organisation understood and applied the requirements within this Standard, the Assessment Team sampled the experience of consumers, asked them about the requirements, reviewed their care planning documentation (for alignment with the feedback from consumers) and testing staff understanding and application of the requirements under this Standard. The Assessment Team also examined relevant documentation and drew relevant information from other consumer interviews and the assessment of other Standards.

Consumers were treated with dignity and respect, could maintain their identity, make informed choices about their care and services and live the life they chose. Consumers confirmed they were encouraged to do things for themselves and that staff knew what was important to them and their cultural needs were respected. Consumers confirmed their personal privacy was also respected. Consumers were supported in choice and decision making including when it involved risks. Consumers advised they were provided with information which allowed them to make choices about how they lived their lives including meal selections, activities available and what was happening at the service.

Consumers described the way their social connections were supported both inside and outside the service, including families and friends joining in activities and outings at consumers’ request. Consumers confirmed the service protected the privacy and confidentiality of their information, and they were satisfied that care and services, including personal care, were undertaken in a way that afforded them dignity and respected their privacy.

Staff were observed to interact with consumers respectfully, engaging in conversations with consumers when assisting them with their meals, and could identify consumers’ individual preferences and interests. Staff could provide meaningful examples of how they knew what was important to each consumer and could describe how they ensured that consumer preferences were respected.

Electronic and hard copy documents were protected to preserve the confidentiality of consumer information, consistent with the organisation’s policies and procedures.

The Quality Standard is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(a) Compliant

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

### Requirement 1(3)(b) Compliant

*Care and services are culturally safe.*

### Requirement 1(3)(c) Compliant

*Each consumer is supported to exercise choice and independence, including to:*

1. *make decisions about their own care and the way care and services are delivered; and*
2. *make decisions about when family, friends, carers or others should be involved in their care; and*
3. *communicate their decisions; and*
4. *make connections with others and maintain relationships of choice, including intimate relationships.*

### Requirement 1(3)(d) Compliant

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

### Requirement 1(3)(e) Compliant

*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.*

### Requirement 1(3)(f) Compliant

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

# 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 did not assess all requirements and therefore an overall compliance rating for this Quality Standard is not provided.

### 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.*

High impact and high prevalence risks associated with the care of each consumer, including but not limited to falls, pressure injuries, challenging behaviours and complex care needs were effectively managed.

Review of care planning documentation for consumers identified the key risks associated with the care of each consumer and strategies implemented to minimise the risks. These included the management of catheters, pressure injuries, diabetes management, falls prevention and challenging behaviours.

Consumers and representatives stated they received the personal and clinical care they needed, and the care they received kept them safe from harm.

Staff demonstrated a shared understanding of the most significant clinical and personal care risks for the consumers, and the individualised risk minimisation strategies in place. On entry to the service all consumers have risk assessments completed relevant to their clinical and personal care needs, and risk minimisation strategies are implemented in line with the consumers’ wishes. Thereafter, risks are reviewed (and risk minimisation strategies evaluated for effectiveness) as part of each consumer’s three-monthly care plan review, following a change in a consumer’s needs or goals, and following an incident occurring. Risks to consumers were discussed during shift handover. Consumers with high risks were discussed at monthly meetings attended by registered and care staff, and at monthly quality meetings attended by management.

The service engaged a regular Medical officer who attended the service weekly. The service had access to a further five Medical officers and the Frailty Intervention Team, provided by the local hospital, to assist staff in the assessment, planning, care delivery and risk mitigation processes as required.

The organisation had a risk management framework that outlined how risk is to be identified, recorded, managed, and used to inform risk minimisation strategies. A suite of documented policies and procedures were available to guide staff practice in relation to the delivery of personal and clinical care and the risks associated with the care of consumers, including but not limited to falls prevention and management, skin integrity and wound management, infection control, catheter management, diabetes management, and responding to and management of challenging behaviours.

The service recorded, trended and analysed clinical indicators, including pressure injuries, falls, medication incidents, infections and incidents of challenging behaviours, and used this information to determine the effectiveness of risk management strategies, to inform revised strategies, and to identify new risks to consumers.

Based on the information recorded above, it is my decision this Requirement is Compliant.

# STANDARD 7 COMPLIANT 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 if the organisation understood and applied 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.

Consumers considered they received quality care and services when they needed them and from a workforce including management that was knowledgeable, capable and caring.

The service’s workforce planning enabled the deployment of the appropriate number of registered nurses, care staff and support staff and the appropriate mix of staff to manage and deliver safe and quality care.

Interactions between members of the workforce and consumers was observed to be kind and caring.

Consumers were satisfied that workforce members were qualified and competent and had the knowledge to effectively perform their roles.

Members of the workforce were recruited, trained, equipped and supported to deliver safe and quality care and services. The performance of members of the workforce was assessed, monitored and reviewed.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## 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.*

### Requirement 7(3)(b) Compliant

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

### Requirement 7(3)(c) Compliant

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

### Requirement 7(3)(d) Compliant

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

### Requirement 7(3)(e) Compliant

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

# 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.