Carmelite

Performance Report

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**Commission ID:** 6958

**Provider name:** Southern Cross Care (SA, NT & VIC) Incorporated

**Assessment Contact - Site date:** 15 September 2021

**Date of Performance Report:** 14 October 2021

# 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)(a) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | 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 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 consumers, representatives, staff and others
* the provider did not respond 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)(a) in Standard 3 Personal care and clinical care as part of the Assessment Contact and have recommended Requirement (3)(a) met. All other Requirements in this Standard were not assessed and, 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 Southern Cross Care (SA, NT & VIC) Incorporated, in relation to Carmelite, Compliant with Requirement (3)(a) 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)(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.*

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:

* The service has processes to ensure each consumer gets safe and effective personal and clinical care that is best practice; is tailored to their needs and optimises their health and well-being.
* Consumers and representatives are satisfied consumers receive care that is safe and right for them, including pain and wound management.
* A sample of six consumer files demonstrated a range of assessments are completed on entry and on an ongoing basis to identify each consumer’s care needs and preferences. Care plans include tailored strategies in line with consumer’s assessed needs and preferences to optimise health and well-being.
* Consumer files demonstrated appropriate assessment and management of indwelling catheters, mobility, continence, dysphagia and choking risks, pain, skin integrity, restrictive practices, diabetes and challenging behaviours.
* Staff provided examples of how they provide care and ensure services are delivered in a safe and effective manner and demonstrated how care and services are tailored to consumers’ individual needs and preferences.
* Policies and procedures relating to best practice care delivery are readily available to staff to guide delivery of care and services to consumers.

For the reasons detailed above, I find Southern Cross Care (SA, NT & VIC) Incorporated, in relation to Carmelite, Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care.

# 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

The Assessment Team assessed Requirement (3)(a) in Standard 7 Human resources as part of the Assessment Contact and have recommended Requirement (3)(a) met. All other Requirements in this Standard were not assessed and, 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 Southern Cross Care (SA, NT & VIC) Incorporated, in relation to Carmelite, Compliant with Requirement (3)(a) in Standard 7 Human resources. I have provided reasons for my finding in the specific Requirement below.

## 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.*

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:

* The service has processes to ensure 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 sampled were satisfied with staff availability, call bell response times and overall quality of staff providing personal and clinical care.
* Management discussed their approach to workforce planning with respect to changing consumer needs, including consideration of workforce appropriateness in the context of the ongoing COVID-19 pandemic.
* Staffing numbers and staff mix are constantly reviewed to meet consumer needs and preferences.
* Management explained how staffing had been adjusted in response the care needs of a new consumer who entered the service.
* Staff felt supported as a workforce, indicated management are receptive to feedback regarding issues, and while shifts are busy, indicated they can complete tasks within their shifts most of the time.
* Overall, staff did not raise concerns regarding staff numbers or mix which impacted on consumer care and service delivery.
* Monitoring processes, including call bell response time analysis and surveys, are in place and ensure the workforce deployed is able to deliver quality care and services to consumers.

For the reasons detailed above, I find Southern Cross Care (SA, NT & VIC) Incorporated, in relation to Carmelite, Compliant with Requirement (3)(a) in Standard 7 Human resources.

# 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.