Caroline Chisholm Aged Care Facility

Performance Report

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**Commission ID:** 5249

**Provider name:** Ozcare

**Assessment Contact - Site date:** 28 July 2020

**Date of Performance Report:** 25 August 2020

# Publication of report

This Performance Report **may 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Compliant** |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(b) | Compliant |
| Requirement 2(3)(c) | Compliant |
| Requirement 2(3)(d) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(c) | Compliant |
| Requirement 3(3)(d) | Compliant |
| Requirement 3(3)(e) | Compliant |
| Requirement 3(3)(f) | Compliant |
| Requirement 3(3)(g) | 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.

# STANDARD 2 COMPLIANTOngoing assessment and planning with consumers

### 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:

1. 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.

## Assessment of Standard 2

Consumers and their representatives are satisfied care is well planned and most said they feel like partners in the ongoing assessment and planning of care and services. Consumers and their representatives provided the following feedback:

* they are involved in the initial and ongoing planning of the consumer’s care;
* staff have an awareness of consumers’ individual preferences and routines, including preferred time for showering and retiring;
* they have ready access to the care and services plan if they wish;
* the service seeks input from medical officers, other health professionals and family to inform the consumers’ care and services;
* most consumers and representatives said the service had discussed end of life planning.

Staff reported the outcomes of assessments are documented in care plans and discussed with the consumer and their representative, as appropriate. Staff said this information guides them in the delivery of safe and effective care. Staff provided the Assessment Team with examples of how they care for consumers including how they provide emotional support.

The service identified an opportunity to improve the way information about advance care planning and end of life planning is reflected in care planning documentation. This is being addressed through the service’s plan for continuous improvement and the service has a timeframe for ensuring this is completed. Staff reported they have completed advance care/end of life training recently and provided examples of how they support consumers as they approach the end of life.

The organisational electronic care system has a suite of evidence-based assessment tools. Policies, procedures, guidelines and work instructions are available to guide staff in their practice.

The Assessment Team reviewed consumers’ care planning documentation and identified that consumers and their representatives are involved in planning that informs the delivery of safe and effective care and services.

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

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Compliant

*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.*

### Requirement 2(3)(b) Compliant

*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.*

### Requirement 2(3)(c) Compliant

*The organisation demonstrates that assessment and planning:*

1. *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*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

### Requirement 2(3)(d) Compliant

*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.*

### Requirement 2(3)(e) Compliant

*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 COMPLIANTPersonal 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

Consumers and representatives interviewed by the Assessment Team said consumers receive personal care and clinical care that is safe and right for them. For example:

* Consumers and representatives said the consumer gets the care they need, and they feel safe. They gave various examples of how staff ensure the care provided to consumers was right for them. This included regularly asking them about their care and the way it is delivered and through involving them in discussions regarding alternative care options available.
* Consumers and representatives said the consumer is referred to their medical officer or other health professionals to meet their changing personal or clinical care needs. They said the referral occurs promptly and they are satisfied with the care delivered by those to whom the consumer has been referred.

Staff could identify the highest prevalence risks for different cohorts of consumers and how incidents were used to inform changes in practice. Staff could describe how the needs and preferences of consumers approaching the end of life are addressed to maximise comfort; they said registered staff are available to guide staff and ensure care delivery is appropriate. Registered and care staff demonstrated an understanding of precautions to prevent and control infection and the steps they could take to minimise the need for antibiotics.

Management described how they monitor care delivery to ensure consumers are receiving care that is safe and effective. Forums to discuss care include clinical meetings and care reviews. Staff receive training to support their knowledge and skills in personal and clinical care; education has included podiatry, falls, skin care, medication management, end of life care, COVID 19 and continence care.

The organisation has policies, procedures and other written resources and training material about best practice care delivery to guide staff. Information guides staff in engaging with consumers, medical officers and other health professionals in assessment and care planning processes, use of validated assessment tools and management of identified risks to optimise consumer health and wellbeing.

The Assessment Team reviewed care planning documentation and identified individualised care delivery that is safe, effective and tailored to the specific needs and preferences of the consumer

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

### 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.*

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

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

### 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.*

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

*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.*

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

*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.*

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

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

### Requirement 3(3)(g) Compliant

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

# 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.