Casson House

Performance Report

2-10 Woodville Street
NORTH PERTH WA 6006
Phone number: 08 9328 8422

**Commission ID:** 7069

**Provider name:** Casson Homes Incorporated

**Assessment Contact - Site date:** 10 February 2021

**Date of Performance Report:** 16 March 2021

# 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

|  |  |
| --- | --- |
| **Standard 1 Consumer dignity and choice** | **Non-compliant** |
| Requirement 1(3)(c) | Compliant |
| Requirement 1(3)(d) | Non-compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(b) | 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
* the provider’s response to the Assessment Contact - Site report received 4 March 2021.

# STANDARD 1 NON-COMPLIANTConsumer 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

The Assessment Team assessed Requirements (3)(c) and (3)(d) in relation to Standard 1 Consumer dignity and choice. The Assessment Team recommended the service meets Requirement (3)(c) and based on the Assessment Team’s report I find the service Compliant with Requirement (3)(c). The Assessment Team recommended the service does not meet Requirement (3)(d) and based on the Assessment Team’s report and the Approved Provider’s response I find the service Non-compliant with Requirement (3)(d) and have provided reasons in the relevant Requirement below.

Consumers interviewed confirmed they are encouraged to make decisions and maintain important connections and relationships. Staff described how they supported consumers to make decisions and choices. The service has a system to ensure consumers are provided with information and support to enable consumers to make informed choices about the way care and services are delivered.

The service has a policy and process to enable consumers to take risks to live the best life they can, including risk assessment and discussion about risks with consumers and/or their representatives. However, this process is not always effective, and one consumer was not supported to takes risks associated with their diet and meal choices, resulting in the consumer not living their best life and not enjoying meals resulting in weight loss.

The Quality Standard is assessed as Non-compliant as one of the six specific requirements has been assessed as Non-compliant.

## Assessment of Standard 1 Requirements

### 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) Non-compliant

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

The Assessment Team found the service has a system including completion of risk acknowledgment forms in consultation with consumers, and documented strategies in care plans to inform staff on how to support the consumer in taking risks and living the best life they can. However, the service did not support one consumer to take risks associated with meal and diet choices. Evidence included:

* Following an incident of choking a consumer was transferred to a modified diet to manage the clinical risks associated with swallowing.
* The consumer who has decision making capability clearly informed the service they did not like the changed diet and would like to eat other types of food in line with their likes and preferences.
* The service noted the consumer’s choice to take risk and commenced a risk acknowledgement form. However, the risk acknowledgment form was never completed and did not result in the consumer being supported to have meals and drinks of their choice.
* The service did not provide meals and drinks in line with the consumer’s preference for approximately two months even when the consumer continued to state their preference and accept the risks.
* The consumer had decreased appetite, lost weight and no longer enjoyed meal times.

The Approved Provider’s response acknowledges the deficit identified by the Assessment Team in the service not supporting one consumer to take risks associated with diet and meal choices. The service has implemented improvements to address the deficit including; completing the risk acknowledgement form with the consumer, implementing diet and meal choices in line with the consumer’s preferences, a review by a speech pathologist and implementation of risk mitigation strategies in relation to the risk of choking.

The service has a system to identify and assess where consumers wish to take risks to continue to live the life they chose. The service supports majority of consumers to take risks and implements strategies to mitigate the risks while supporting the consumer to live the best life they can. However, the service did not support one consumer who chose to take risks associated with meal and diet choices. The consumer who had the cognitive ability to make their own decisions and understand the risks associated with food consistency and choking was not supported in line with their preference to continue eating food they enjoyed. The service was aware of the consumer’s preferences. However, the service did not follow processes to ensure the consumer was supported to take risks. The service failed to review, monitor, assess and implement strategies to support the consumer in their diet and meal preferences including associated risks. The failure had a negative impact on the consumer including no longer enjoying meal times and not living the best life they can.

Based on the summarised evidence above, I find the service Non-compliant in this Requirement.

# 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)(b) in relation to Standard 3 Personal care and clinical care and recommended the service meets this Requirement. Based on the Assessment Team report and the Approved Provider’s response I agree with The Assessment Team’s recommendation and find the service Compliant in Requirement (3)(b) in relation to Standard 3 Personal care and clinical care.

The service demonstrated consumers’ high impact and high prevalence risks are assessed, identified and strategies to manage the risks are implemented. Staff interviewed were aware of consumers with current risks related to falls, behaviours and swallowing and provided examples of strategies used to prevent and reduce incidents and impacts to consumers. Consumers interviewed were satisfied staff provide safe and effective personal care and clinical care and with how staff support them following incidents.

All Requirements in this Standard were not assessed and therefore an overall rating of the 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.*

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

* Standard 1 Requirement (3)(d): Ensure all consumers who chose to take risks to continue doing things they enjoy are consulted and supported in their choices including implementing appropriate strategies to support consumers’ choice to take risks.