Castle Hill Aged Care Home

Performance Report

42-46 Darcey Road
Castle Hill NSW 2154
Phone number: 02 9680 8330

**Commission ID:** 0456

**Provider name:** Elderly Australian Chinese Homes (NSW) Co-operative Limited

**Assessment Contact - Site date:** 9 October 2020

**Date of Performance Report:** 4 December 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(g) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(d) | 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 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 considered that they receive personal care and clinical care that is safe and right for them.

The service has systems in place for the prevention and control of infections. Staff are trained in infection control practices and the service has sufficient PPE.

The service has a policy for antimicrobial stewardship and staff are aware of ways to support the appropriate use of antibiotics.

The service has a specific plan for minimising the risk of COVID-19 and managing an outbreak. Strategies for minimising the risk were seen to be in place.

The service has a program for monitoring the effectiveness of its infection control systems.

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

### Assessment of Standard 3 Requirements

### 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.*

The Assessment Team found that the service demonstrated effective minimisation through implementing standard and transmission-based precautions to prevent and control infection; and practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

Management and staff demonstrated a good understanding of antimicrobial stewardship, including practical strategies to minimise the use of antibiotics and if required, ensuring appropriate usage. Care staff were able to describe practical strategies used to avoid infections including hand hygiene, and minimising cross infection, encouraging fluids and maintaining hydration for consumers, especially those who experience recurrent urinary tract infections

For the requirement the service demonstrates effective minimisation through implementing standard and transmission-based precautions to prevent and control infection; and practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics, I find this requirement compliant.

# STANDARD 8 Organisational governance

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

To understand how the organisation understands and applies the requirements within this Standard, the Assessment Team spoke with management and staff and reviewed relevant systems and processes relating to the organisational governance underpinning the delivery of care and services (as assessed through other Standards).

Overall the organisation has effective risk management systems and practices in place in relation to consumer health, safety and wellbeing; and these are integrated throughout relevant policies and procedures.

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

## Assessment of Standard 8 Requirements

### Requirement 8(3)(d) Compliant

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can.*

The Assessment Team found that the service has effective risk management systems and practices including but not limited to managing high impact or high prevalence risks associated with the care of consumers, identifying and responding to consumer abuse and neglect and supporting consumers to live the best life they can.

The policy and procedural documentation reviewed contained risk management components where relevant, and the clinical coordinator and chief executive officer (CEO) were able to explain how the service operationalises its risk management policies to manage risks to consumers health, safety and wellbeing.

While the service did not have a single risk management framework; the service has incorporated risk management components throughout its suite of health, clinical and personal care and infection control policies where relevant, including policies describing how:

* High impact or high prevalence risks associated with the care of consumers is managed.
* The abuse and neglect of consumers is identified and responded to.
* Consumers are supported to live the best life they can.

The service has policies that deal with specific risks, for example bushfire, heatwave and work health and safety.

The Assessment Team provided information on the service’s Interagency Protocol for Responding to Abuse of Older People in Care. The document defines elderly abuse, vulnerable risk groups, types of abuse (neglect, physical sexual, psychological financial), roles and responsibilities including reporting, and principles of intervention.

For the requirement, that the service has effective risk management systems and practices including but not limited to managing high impact or high prevalence risks associated with the care of consumers, identifying and responding to consumer abuse and neglect and supporting consumers to live the best life they can, I find the requirement is compliant.

# 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.