Centacare Aspley

Performance Report

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**Commission ID:** 700564

**Provider name:** The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane

**Assessment Contact - Site date:** 2 March 2021 to 3 March 2021

**Date of Performance Report:** 13 April 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Compliant** |
| Requirement 2(3)(a) | 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)(d) | 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.

The Approved Provider did not submit a response to the Assessment Team’s report.

# STANDARD 2 Ongoing 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

The Assessment Team assessed Requirements (3)(a), (d) and (e) in this Standard and have recommended these Requirements as met. All other Requirements in this Standard were not assessed at this Assessment Contact. Therefore, an overall rating of the Standard has not been provided.

I have considered the Assessment Team’s findings and evidence and based on the Assessment Team’s report, I find The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane, in relation to Centacare Aspley, to be Compliant with Standard 2 Requirements (3)(a), (d) and (e).

In relation to Requirement (3)(a), the Assessment Team found consumer and representative feedback indicated that care needs are effectively assessed and informs the safe and quality delivery of care and services. For consumers sampled, staff were able to describe the care needs of those consumers and how they delivered care to meet their specific needs. Care planning documentation reviewed for sampled consumers confirmed appropriate assessment of care needs and care plans provided effective guidance for care delivery.

In relation to Requirement (3)(d), the Assessment Team found consumers and their representatives to be actively engaged in care planning and assessment. Consumers and representatives discussed the positive impacts on their life of their care and services being delivered. Staff were able to discuss the types and specific of information they received about consumer care needs and preferences and were satisfied they were provided with detailed information. Care planning documentation reviewed was found to include relevant information specific to consumer needs and there was evidence that the consumer had been consulted and engaged in care planning.

In relation to Requirement (3)(e), the Assessment Team found consumers and representatives were satisfied their care and services were regularly reviewed and where care needs increased. Staff confirmed regular reviews occur for consumers and they are provided updates with changes to care needs and preferences. Management described consumer review processes that occur on an annual basis and where consumer condition changes or incidents occur.

## 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)(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 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 Requirements (3)(a), (b), (d), (f) and (g) in this Standard and have recommended these Requirements as met. All other Requirements in this Standard were not assessed at this Assessment Contact. Therefore, an overall rating of the Standard has not been provided.

I have considered the Assessment Team’s findings and evidence and based on the Assessment Team’s report, I find The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane, in relation to Centacare Aspley, to be Compliant with Standard 2 Requirements (3)(a), (b), (d), (f) and (g).

In relation to Requirement (3)(a), the Assessment Team found consumers and representatives were satisfied that care and services were tailored to their needs and were able to provide specific examples of this occurring. Staff interviewed provided feedback about consumer needs, goals and preferences that were consistent with consumer statements. Management explained the various processes in place to ensure care is delivered in accordance with assessed needs and how that contributes to safe and effective care delivery. Documentation reviewed and sampled consumer care files indicated safe and effective care and service provision is occurring.

In relation to Requirement (3)(b), the Assessment Team found consumers and representatives were satisfied that services met their care needs. One consumer example described how a consumer with limited mobility had relevant supports available to ensure appropriate nutrition and hydration needs were met. Staff provided examples of management of high-risk conditions which included falls risks and where consumers with cognitive decline are disoriented to time and place. Management described incident management systems and processes to ensure consumer risks are identified and strategies implemented to minimise risk. Documentation reviewed including sampled consumer files and incident management systems identified risks to consumer care is identified and there are strategies in place to minimise these.

In relation to Requirement (3)(d), the Assessment Team found through review of sampled consumer care files that where deterioration of a consumer was identified, follow up actions occurred to meet the consumer care needs.

In relation Requirement (3)(f), the Assessment Team confirmed with consumers and representatives have access to, and are referred to relevant services such as allied health or transport services. Staff and other professionals interviewed confirmed referral pathways are undertaken to services where there are changes in care needs identified or as part of a review process. Consumer care files sampled confirmed referrals to relevant services where care needs were identified.

Requirement (3)(g), the Assessment Team confirmed consumers were satisfied the service has appropriate processes in place to minimis infection related risks to consumers. Staff interviewed described training received in infection control practice and how they observed and practice these requirements in their job. Documentation reviewed showed staff had ongoing infection control training and there are appropriate policies and procedures in place.

### 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)(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)(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 antibiotic*