Centacare Community Services - Brisbane South

Performance Report

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**Commission ID:** 700985

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

**Assessment Contact - Site date:** 12 October 2020

**Date of Performance Report:** 3 November 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 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** |  |
| 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 COMPLIANT 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

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 – reviewing their care planning documents in detail, asking consumers about how they are involved in care planning, and interviewing staff about how they use care planning documents and review them on an ongoing basis.

Overall consumers and representatives interviewed by the Assessment Team confirmed they feel like partners in the ongoing assessment and planning of their care and services. Consumers and representatives interviewed said they are involved in assessment and care planning and staff talk to them about their care and services. Consumers and representatives interviewed confirmed they are informed about outcomes of assessment and planning and have ready access to their care plan.

The Assessment Team reviewed assessment and care planning documents for consumers and identified reviews are being completed regularly and in consultation with the consumer and representative.

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 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 did not assess all Requirements in Standard 3, therefore a compliance rating or summary 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 service was able to demonstrate to the Assessment Team it minimises infection related risks through standard and transmission-based precautions and it has policies, procedures and practices that support minimisation of infection related risks for consumers. Management advised the organisation has policies and procedures to support the minimisation of infection related risks and includes precautions to prevent and control infections. Management advised the organisation has implemented their outbreak management plan which includes guidance material and references from Queensland Health, Department of Health and the Aged Care Quality and Safety Commission to support and provide information in relation to infection control, use of personal protective equipment (PPE), education and training and communication with consumers/representatives and staff.

Staff at the service complete health screening questions (in relation to COVID-19) for all consumers prior to service delivery, which includes a short health status questionnaire. Health screening also includes and applies to consumers who attend the day centre. The service provides PPE for staff and consumers, including masks and gloves if required and staff reported this is readily available. The service has a sign in/sign out register and COVID-19 screening questions are asked of visitors to the service.

Handwashing and hand sanitiser are available and readily accessible for staff and visitors to the service. Physical distancing and density signage are in place in the service’s office and staff were observed by the Assessment Team to be adhering to this. Staff reported they have received education and training on infection control, handwashing, use of PPE, including donning and doffing. Staff were able to describe the use of PPE and the prevention of the spread of infections to themselves and to consumers.

Consumers/representatives said they have been provided with information on infection control and staff were adhering to the requirements to minimise the risk of infections to them and their families. Management advised they have provided the staff with access to influenza vaccinations for 2020 and have encouraged consumers to receive the vaccination from their Medical officer.

# 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.