Christophorus House Hostel

Performance Report

396 Peats Ferry Road   
HORNSBY NSW 2077  
Phone number: 02 9476 3161

**Commission ID:** 0200

**Provider name:** Christophorus House Retirement Village

**Assessment Contact - Site date:** 3 December 2020

**Date of Performance Report:** 16 February 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 3 Personal care and clinical care** | **Non-compliant** |
| Requirement 3(3)(g) | Non-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 6 January 2021.

# STANDARD 3 NON-COMPLIANT 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.

While the service can demonstrate the effective management of urinary tract infections it cannot demonstrate the effective management of other infections and preparedness to manage a COVID19 outbreak.

The Quality Standard is assessed as Non-compliant as one of the seven specific requirements have been assessed as Non-compliant. A decision of Non-compliant in one or more requirements results in a decision of Non-compliant for the Quality Standard.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(g) Non-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 did not identify any concerns in relation to practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

However, the Assessment Team provided evidence the service does not have effective procedures to minimise infection related risks. While consumers expressed satisfaction with how the service managed the COVID-19 pandemic, the service has not taken adequate steps to prepare for or prevent a COVID-19 outbreak.

The Assessment Team identified that the service has not implemented an outbreak management plan specific to COVID-19, and also found that the service required improvements in relation to:

* Ensuring adequate PPE training for staff
* Cleaning and infection prevention strategies
* Surge workforce contingency planning
* Strategies to manage the service should a COVID-19 outbreak occur.

The Assessment Team also identified deficits in the management of a consumer with an infectious leg wound which did not demonstrate the promotion of optimal care to reduce infection risk.

In its response the Approved Provider advised it was working towards implementation of a COVID-19 outbreak management plan in place and provided additional information to indicate it had commenced addressing the gaps in the service's COVID-19 preparedness. It did not specifically address the management of a consumer with an infectious leg wound however its response did address measures to manage all types of infections. I acknowledge the commentary by the Approved Provider on observations made by the Assessment Team.

While I acknowledge the improvements that the Approved Provider has or will implement and the other information it submitted, and note its strong engagement with the issues, I consider that it requires time to embed the improvements and demonstrate their sustainability.

I find this requirement Non-compliant.

# 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 3

### Requirement 3(3)(g)

*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.*

* Demonstrate the minimisation of infection related risks through implementing

standard and transmission based precautions to prevent and control infection; through, but not limited to:

* an appropriate COVID-19 outbreak management plan
* adequate PPE training for staff
* cleaning and infection prevention strategies
* surge workforce contingency planning
* strategies to manage the service should a COVID-19 outbreak occur; and
* management of individual consumers infection risks.