Clayton Church Homes - Prospect

Performance Report

156 Main North Road
PROSPECT SA 5082
Phone number: 08 8404 8100

**Commission ID:** 6188

**Provider name:** Clayton Church Homes Inc

**Assessment Contact - Site date:** 20 January 2022

**Date of Performance Report:** 24 February 2022

# Performance report prepared by

Michelle Glenn, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will 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** |  |
| Requirement 2(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |

# Detailed assessment

This performance report details the Commissioner’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 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 consumers, representatives, staff and management
* the provider’s response to the Assessment Contact - Site report received 15 February 2022.

# 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 Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers as part of the Assessment Contact and have recommended the Requirement met. All other Requirements in this Standard were not assessed, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Clayton Church Homes Inc, in relation to Clayton Church Homes - Prospect, Compliant with Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers. I have provided reasons for my finding in the specific Requirement below.

**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.*

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* Overall, sampled consumers considered that they feel like partners in the ongoing assessment and planning of their care and services. Most consumers and representatives confirmed they have been consulted in relation to care and services provided and are updated when changes to consumers’ care needs occur.
* Five care files sampled, for both respite and permanent consumers, were found to be comprehensive and included personalised care and service preferences. Assessments had been conducted by appropriately qualified persons and input from General practitioners and specialist services, where relevant, was evident.
* Care files included completed and up-to-date assessments and care plans relating to a range of care needs, including pain, falls, nutrition and hydration, skin integrity and continence. A range of validated assessment tools assist to identify actual and potential risk to consumers.
* Staff sampled described assessment and planning processes and how assessment tools are used to identify consumer risks and confirmed they have access to assessment and care planning documentation.
* Care plans are used by staff to direct the manner in which care is delivered for each consumer. Staff indicated the information provided in care plans is sufficient to enable them to deliver quality care.
* Organisational policy and procedure documents are available to guide staff in assessment and planning processes, including the types of assessments to be undertaken to identify risk and the re-evaluation of risks as consumers’ circumstances change.

Based on the information detailed above, I find Clayton Church Homes Inc, in relation to Clayton Church Homes - Prospect, Compliant with Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers.

# 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 Standard 3 Personal care and clinical care as part of the Assessment Contact and have recommended the Requirement met. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Clayton Church Homes Inc, in relation to Clayton Church Homes - Prospect, Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care. I have provided reasons for my finding in the specific Requirement below.

**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.*

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* Overall, sampled consumers considered that they receive personal care and clinical care that is safe and right for them. Consumers and representatives expressed satisfaction with aspects of personal and clinical care, including management of medication, pressure injury care and falls.
* Care files sampled demonstrated high impact or high prevalence risks are identified through assessment processes and management strategies are developed and outlined in care plans. Care plans are reviewed in response to changes in consumers’ condition and following incidents.
* Care files sampled demonstrated appropriate management of high impact or high prevalence risks relating to falls, nutrition and hydration, pain and wounds. Where high impact or high prevalence risks had been identified, assessments had been implemented, management strategies developed and/or reviewed, effectiveness of interventions evaluated and referrals to General practitioners and/or allied health professionals initiated.
* Staff sampled were familiar with high impact or high prevalence risks associated with sampled consumers and described strategies to manage risks to meet consumers’ care needs.
* Policy and procedure documents are available to guide staff in the management of clinical care, and tools are available to assist staff in identification and assessment of consumer risks and care needs.

For the reasons detailed above, I find Clayton Church Homes Inc, in relation to Clayton Church Homes - Prospect, Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care.

# STANDARD 7 Human resources

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

The Assessment Team assessed Requirement (3)(a) in Standard 7 Human resources as part of the Assessment Contact and have recommended this Requirement met. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Clayton Church Homes Inc, in relation to Clayton Church Homes - Prospect, Compliant with Requirement (3)(a) in Standard 7 Human resources. I have provided reasons for my finding in the specific Requirement below.

**Assessment of Standard 7 Requirements**

**Requirement 7(3)(a) Compliant**

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* Most consumers sampled considered that they get quality care and services when they need them and from people who are knowledgeable, capable, and caring. Consumers and representatives indicated care and services are adequate and meet consumers’ needs and stated call bells are responded to in a timely manner.
* The service has a system for planning and managing the workforce, which is continually reviewed in accordance with workforce model guiding principles and business process maps. Consumer acuity, consumer preferences, incident reports and feedback and complaints are regularly reviewed to ensure the staffing model is appropriate to deliver care in line with current needs and preferences of consumers. There are processes to manage planned and unplanned leave.
* Most staff sampled said there are enough staff rostered on each day to enable them to undertake their duties and attend to consumers’ personal and clinical care needs in a timely manner.
* Three care and two clinical staff said they feel rushed at times, however, this did not impact the care and services provided to consumers. Staff indicated they have seen improvements since changes to the roster were implemented and said consumers can now be supported to engage in meaningful activities.

For the reasons detailed above, I find Clayton Church Homes Inc, in relation to Clayton Church Homes - Prospect, Compliant with Requirement (3)(a) in Standard 7 Human resources.

# 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.