Colbrow Homecare

Performance Report

Unit 15, 634 - 644 Mitcham Road   
VERMONT VIC 3133  
Phone number: 1300 331 103

**Commission ID:** 300967

**Provider name:** Collins & Brown Pty Ltd

**Assessment Contact - Site date:** 11 February 2021

**Date of Performance Report:** 7 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** |  |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(d) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** | **Non-compliant** |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Non-compliant |
| Requirement 3(3)(d) | Non-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 visit, 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 7 March 2021.

# 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 service’s assessment processes mostly identified each consumer’s individual care and service needs, including risks associated with their care. The outcomes of assessment and planning are communicated to care staff and are reflective of current consumers’ needs. Care plan information is available to all staff to inform the delivery of safe and effective care and services. Most consumers have their services reviewed regularly or when changes occur.

Three of the five specific requirements of this Standard were assessed and I have found all three to be Compliant. As not all requirements were assessed an overall rating for the Quality Standard is not provided.

### 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.*

Based on the information reviewed I find this requirement Compliant.

I have considered issues in relation to management of risk under Standard 3 requirement 3(3)(b).

### 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.*

Based on the information reviewed I find this requirement Compliant.

### 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.*

Based on the information reviewed I find this requirement Compliant.

I have considered issues in relation to management of deterioration or change in a consumer’s condition under Standard 3 requirement 3(3)(d).

# 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

Assessments, care plans and file notes reviewed reflected individualised care that is safe, effective and tailored to the specific needs and preferences of consumers. Care coordinators/registered nurses complete initial and ongoing assessments of care and provide clinical care as required. Generally referrals to individuals and other service providers were evidenced in care files. The service demonstrated minimisation of infection related risks. However, the service could not evidence effective management of high impact or high prevalent risk for all consumers. In addition, the service was unable to evidence a system to recognise and respond to deterioration or change in a consumer’s health and wellbeing.

Five of the seven specific requirements of this Standard were assessed and I have found two of those requirements to be Non-Compliant. A decision of Non-compliant in one or more requirements results in a decision of Non-Compliant for the Quality Standard.

### 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.*

Based on the information reviewed I find this requirement Compliant.

### Requirement 3(3)(b) Non-compliant

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

### For one consumer with high care needs, personal care services, medication administration and respite care were reduced and/or ceased due to certain circumstances. The service could not demonstrate consideration of risk to the consumer, correspondence with the consumer and/or their representative outlining any potential risk and re-negotiation of services to mitigate any potential risk and stress to the consumer and their representatives.

In its response the provider set out the measures it had or would implement to address the issues identified, including implementation of a risk and client alert system, supported by a new procedure, allocation of staffing resources to monitor review of risk and a Clinical Governance Committee. A care coordinator was allocated to review the care to the consumer.

While I acknowledge these improvements, I consider that the provider requires time to embed these improvements and to demonstrate their sustainability.

I find this requirement Non-Compliant.

### Requirement 3(3)(d) Non-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.*

### The service was unable to evidence a system to recognise and respond to deterioration or change in a consumer’s health and wellbeing. For an identified consumer, the service could not evidence review of their care following a period of hospitalisation, with that consumer advising of a deterioration in their health and mobility.

In its response the provider set out the measures it had or would implement to address the issues identified, including implementation of a risk procedure including review of consumers, education to staff, implementation of a referral register and improved induction for staff.

While I acknowledge these improvements, I consider that the provider requires time to embed these improvements and to demonstrate their sustainability.

I find this requirement Non-Compliant.

### Requirement 3(3)(f) Compliant

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

Based on the information reviewed I find this requirement Compliant.

### 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.*

Based on the information reviewed I find this requirement 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)(b)

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

### Demonstrate and ensure effective management of high impact or high prevalence risks associated with the care of each consumer, including but not limited to consideration of risk to the consumer when services are ceased or reduced and management of the re-negotiation of services.

### Requirement 3(3)(d)

*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.*

### Ensure 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, including but not limited to review of care and implementing appropriate measures following a period of hospitalisation or when a consumers advises of a decline in their health or well-being.