Coolibah Aged Care Facility

Performance Report

30 Third Avenue   
MANDURAH WA 6210  
Phone number: 08 9535 0304/08 9535 0301

**Commission ID:** 7071

**Provider name:** Mandurah Retirement Village

**Assessment Contact - Site date:** 15 September 2020

**Date of Performance Report:** 9 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | 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 has not submitted a response to the Assessment Team’s report.

# 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(3)(a) and (b) in this Standard. As not all Requirements were assessed no overall rating for this Quality Standard is provided.

The Assessment Team have recommended both assessed Requirements as met. Based on my review of the Assessment Team’s report I consider both assessed Requirements Compliant. The reasons for my decisions are detailed under the specific Requirements below.

### 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.*

The Assessment Team found each consumer gets safe and effective personal and clinical care that is best practice, tailored to their needs and optimises their health and well-being. Consumers and representatives provided the following information during interviews with the Assessment Team:

* All consumers and representatives interviewed said staff know what they need and can help when required.
* A representative said their consumer has a very high risk of sustaining skin injuries. Staff ensure they use pressure-relieving devices, soothing and emollient creams and specific transfer and personal care techniques to minimise risk of damage.
* A representative said their wife could not get better care, particularly in relation to pressure area care, nutrition and hydration and dementia care.
* A consumer said despite experiencing muscle weakness from a previous illness, and other mobility issues, they have had no falls while living at the service.

The Assessment Team reviewed the organisation’s policies and procedures relevant to this Requirement. These refer to best practice care and are updated regularly.

Documents reviewed by the Assessment Team include assessments, care plans, progress notes and weight charts. Records show consumers are assessed on admission, when their condition changes, and at regular intervals, and clinical and personal care is planned according to the outcome of these assessments. Assessments and care plans are generated within the service’s electronic care management system and are available to all relevant staff. Progress notes demonstrate care is provided according to care plan directives and capture daily changes in consumer health. Records confirm clinical staff are notified of changes in a consumer’s condition and appropriate follow-up care is provided.

The Assessment Team found records of care provided in relation to restraints, and pain and skin integrity management indicate care was comprehensive and tailored to consumers’ individual needs. Documentation confirmed external health professionals and specialist services such as speech pathologist, podiatrist, dietician, optician, wound care specialist, physiotherapist, occupational therapist and mental health services complete assessments, provide treatments and recommend changes as required.

During interviews with the Assessment Team clinical and care staff described individual consumer’s needs and preferences, and how they are informed of changes to each consumer’s care. Staff also identified high prevalence risks for individual consumers and strategies in place to minimise these risks. Therapy staff spoke of how the assessment process informs the development of tailored therapy care plans to optimise each consumer’s health and well-being.

The Assessment Team reviewed evidence of processes in place to monitor compliance with this Requirement.

For the reasons detailed above I find the service Compliant with this Requirement.

### Requirement 3(3)(b) Compliant

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

The Assessment Team found the service demonstrated effective management of high impact or high prevalence risks associated with the care of each consumer.

Consumers and representatives provided the following information relevant to this Requirement during interviews with the Assessment Team:

* Consumers stated their pain is well managed, and they have confidence that if their condition changes in any way staff would be responsive and they would get the assistance they needed.
* A representative said staff always inform them when there is a change in the consumer such as when they fall.
* A representative said their husband’s skin integrity and symptoms of Parkinson’s disease are well managed using pressure-relieving devices, soothing and emollient creams and specific transfer and personal care techniques.
* A consumer said the doctor and podiatrist visit regularly and they get their medications and injection as planned.

The Assessment Team reviewed the organisation’s policies and procedures relevant to this Requirement, including those relating to restrictive practices, pain management and incident reporting.

Documents reviewed by the Assessment Team include assessments, care plans, dignity of risk forms and progress notes. Records confirm staff have identified consumers at risk and have developed management strategies to minimise risk in consultation with consumers and/or their representatives. Care plans include these strategies to guide staff when providing care. The Assessment Team noted referrals to speech therapists, dieticians, the older adult mental health service and Dementia Support Australia (DSA) to augment care provided by the service. Dignity of risk forms have been completed if consumers choose to take risks that do not align with clinical advice such as choosing to eat a normal textured diet despite experiencing a swallowing deficit and being assessed by the speech therapist as needing a texture modified diet.

During interviews with the Assessment Team registered nursing staff described high impact and high prevalence risks to consumers such as falling, displaying behaviours associated with dementia and losing weight. They also described the strategies in place to manage these risks, which ones were effective and what was done when they were ineffective. A registered nurse described a specific consumer who was at risk of developing complications associated with poor skin integrity and an indwelling catheter. The registered nurse reported the consumer is regularly monitored and staff practices, personal care and specific equipment and devices are used to minimise risk.

The Assessment Team reviewed evidence of processes in place to monitor compliance with this Requirement.

For the reasons detailed above I find the service Compliant with this Requirement

# 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.