Cumberland Manor

Performance Report

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**Commission ID:** 4297

**Provider name:** Primary Caring Pty Ltd

**Assessment Contact - Site date:** 4 February 2021 and

23 February 2021

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# 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)(b) | Compliant |
| Requirement 2(3)(d) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(c) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(3)(d) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(d) | Compliant |
| Requirement 8(3)(e) | 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 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 sampled consumers and representatives considered that they feel like partners in the ongoing assessment and planning of their care and services.

Assessment and care planning evidenced consumers’ current personal and clinical care needs, in line with consumer observations and representative feedback. Care plans are individualised to the risks for each consumers health and well-being. For example:

### Consumers and representatives described how staff consult with them during the assessment and care planning of the consumer’s care needs and preferences. Consumers and representatives stated they are consulted by staff when there are changes to consumer’s conditions requiring changes to care needs.

### The service demonstrated assessment and care planning generally addresses each consumer’s needs, goals and preferences, including risks associated with their care, and advanced care planning where the consumer and/or their representative wish for this to happen.

### The service demonstrated that the outcomes of assessment and planning are effectively communicated to the consumer and/or their representative and documented in a care and services plan that is readily available to the consumer and where care and services are provided.

* Consumer files reviewed, demonstrate that care plans are regularly reviewed by registered nurses in response to any identified changes. Nursing Staff interviewed were able to describe how care needs are identified, the review process and how they support consumers’ involvement in the assessment and care planning processes.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

Four specific requirements assessed in Standard 2 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.*

The service has demonstrated assessment and care planning documentation includes relevant identification of risks to consumer’s health and well-being. The Assessment Team found consumers and representatives are part of the assessment process and can explain how the staff regularly contact and involve them to complete the assessment process. Staff can describe individual consumers’ risks and describe strategies to ensure safe and effective care is provided.

Based on the information provided, I find that the approved provider has addressed deficits in assessment and planning. I therefore find this requirement is met.

### 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.*

The Assessment Team noted assessment and care planning processes generally identify each consumer’s current needs, goals and preferences, including risks personal to them. The service demonstrated each consumer is provided ongoing opportunities to discuss their advanced care wishes.

Based on the information provided, I find that the approved provider is addressing the consumer’s current needs, goals and preferences, including advanced care planning. I therefore find this requirement is met.

### 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.*

Care plans reviewed were generally informative, noting each consumer’s risks, care needs, goals for care, and strategies to meet these. The service demonstrated with all care plans reviewed that care and services are frequently reviewed in partnership with the consumer and/or their representative and a copy of the care plan has been provided or offered to those participating in the process.

Based on the information provided, I find that the approved provider has demonstrated it has met this requirement.

### 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.*

The service has demonstrated care and services are reviewed regularly for effectiveness, when circumstances change or when incidents impact on the needs, goals or preferences of the consumer. The Assessment Team found care planning documentation for consumers evidenced regular reviews being completed. Staff demonstrated an understanding of the review and monitoring requirements following incidents such as falls. Consumers and representatives are satisfied with the involvement in care reviews and notification of incidents.

Based on the information provided, I find that the approved provider has demonstrated care and services are reviewed regularly for effectiveness, including when circumstances change or when incidents impact on the needs, goals or preferences of the consumer. I therefore find this requirement is met.

# 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

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.

Overall consumers and representatives considered consumers receive personal and clinical care that is safe and right for them.

The service has policies and procedures to guide staff regarding restraint, skin and pain management.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

Three specific requirements assessed in Standard 3 have been assessed as Compliant.

### 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 consumer files sampled reflect personal and clinical care that is safe, effective and tailored to the specific needs of the consumer. Initial and ongoing personal and clinical care assessments and care plans are completed by clinical staff and overseen by the clinical care coordinator. Assessments include input from a medical practitioner, allied health and other specialist services as required.

Progress notes and other documents reflect individualised care that is safe, effective and tailored to the specific needs and preferences of the consumer.

Overall consumers and representatives interviewed described in various ways, receiving personal and clinical care that is tailored to their needs; and care is safe and effective.

Based on the information provided, I find that the approved provider has addressed deficits identified at a previous site visit and is providing safe and effective personal care to consumers that is tailored to their needs and guided by best practice and guided by policy and procedures that optimise consumer health and well-being. I therefore find this requirement is met.

### 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 consumers who may experience high impact and high prevalence risks such weight loss, falls and behavioural issues are identified, assessed and responded to, to reduce and mitigate risks to the consumer and others. For example, staff demonstrated monitoring and review of consumers’ weight loss and described falls management that aligned with consumer observations, feedback, and assessment and care plan documentation.

Based on the information provided, I find that the approved provider has demonstrated it effectively manages high impact or high prevalence risks related to consumers. I therefore find this requirement is met.

### Requirement 3(3)(c) Compliant

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

The Assessment Team found care planning processes incorporate collection of information about end of life wishes, and this was observed in documentation reviewed.

Consumers and representatives stated they are confident they would be cared for accordingly, when the time arrives. Staff interviews, and documentation confirm end of life needs are met in line with consumer/representative wishes and comfort is maintained.

Based on the information provided, I find the approved provider has demonstrated it addresses the needs, goals and preferences of consumers nearing the end of life, maximising comfort and preserving the consumer’s dignity. I therefore find this requirement is met.

# 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

To understand the consumer’s experience and how the organisation understands and applies the individual requirements within this Standard, the Assessment Team spoke with consumers about their experience of the staff, interviewed staff, and reviewed a range of records including staff rosters, training records and performance reviews.

Overall, the sampled consumers considered that they get quality care and services when they need them and from people who are knowledgeable, capable, and caring.

Consumers and representatives stated there are adequate staff and the consumer does not have to wait for long for call bell response and staff attend to their needs promptly. Consumers described how staff know what they are doing in relation to their personal care needs and did not express any areas where staff require further education.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

Two specific requirements assessed in Standard 7 have been assessed as Compliant.

## 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 found consumers and representatives and staff expressed satisfaction with the level of staffing within the service and that there is a casual pool of staff available when needed who are familiar with the service and the consumers.

### Consumers and representatives described in various ways that the workforce is planned to enable the delivery and management of safe and quality care and services. Management said it ensures there is an appropriate skill mix of staff and demonstrated how it manages the various staff rosters.

Based on the information provided, I find that the approved provider has addressed deficits in workforce planning and maintains a level of staff enabling, the delivery and management of safe and quality care and services. I therefore find this requirement is met.

### Requirement 7(3)(d) Compliant

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

#### The Assessment Team found consumers and representatives expressed satisfaction about how staff are trained, equipped and supported to deliver the outcomes required by the Quality Standards. Staff expressed satisfaction with the quantity and quality of training provided through the service’s education program. Staff described how they are supported by management to undertake further education of interest to them.

Based on the information provided, I find the approved provider has demonstrated it has a workforce recruited, trained, equipped and supported to deliver the outcomes required by these standards. I therefore find this requirement is met.

# STANDARD 8 Organisational governance

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

To understand how the organisation understands and applies the requirements within this Standard, the Assessment Team spoke with management and staff and reviewed relevant systems and processes relating to the organisational governance underpinning the delivery of care and services (as assessed through other Standards).

Overall sampled consumers considered that the organisation is well run and that they can partner in improving the delivery of care and services. For example:

The service has systems to manage high impact high prevalence risks associated with the care of consumers. The service identified steps towards relaxation of the visitors’ restrictions to support consumers’ physical and emotional wellbeing.

The service has a clinical governance framework which includes the antimicrobial stewardship, minimising the use of restraint and an open disclosure policy.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

Two specific requirements assessed in Standard 8 have been assessed as Compliant.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(d) Compliant

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can.*

The Assessment Team found the service has an effective risk management framework. Management described how risks are reported, escalated and reviewed by management. The services’ risk management system includes incident reports, hazard forms, regular audits and meetings with consumers, representatives and staff.

The organisation provided a documented risk management framework, including policies describing how:

* High impact or high prevalence risks associated with the care of consumers is managed.
* The abuse and neglect of consumers is identified and responded to.
* Consumers are supported to live the best life they can.

Based on the information provided, I find that the approved provider has demonstrated it has effective risk management systems and practices in place. I therefore find this requirement is met.

### Requirement 8(3)(e) Compliant

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*

The Assessment Team found the organisation demonstrated where clinical care is provided it uses a clinical governance framework. The organisation has systems and processes based on best practice guidelines.

The clinical governance framework integrates clinical governance and includes systems of quality and risk management, antimicrobial stewardship, restraint minimisation and open disclosure.

The framework is underpinned by policies and procedures such as antimicrobial stewardship, restraint minimisation and open disclosure.

Ongoing monitoring and reviews link with the clinical governance framework. For example, there is a link to feedback, incident trends analysis, psychotropic and antibiotic medication use, continuous improvement and i partnering with consumers.

Based on the information provided, I find that the approved provider has demonstrated that where clinical care is provided it has a clinical governance framework in place. I therefore find this requirement is met.

# 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.