Dementia Caring Australia

Performance Report

4/327 Woodpark Rd
SMITHFIELD NSW 2164
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**Commission ID:** 201282

**Provider name:** Dementia Caring Australia Pty Ltd

**Assessment Contact - Site date:** 26 November 2020

**Date of Performance Report:** 8 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(b) | Compliant  |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) |  Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(d) |  Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(d) | 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 22 December 2020.

# /NON-COMPLIANT

# 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 interviewed the consumer, asking the consumer about how they are involved in assessment and care planning, reviewed their care planning documents in detail, and interviewed staff about how they use assessment and care planning documents and review these on an ongoing basis.

Consumers/representatives interviewed told the Assessment Team that the service visited their homes to discuss their current needs, goals and preferences as part of the assessment process. Consumers advised that they are involved in the development of their care plan and a copy is provided in their home. Consumers said that the service is flexible and responsive to their requests. Both consumers and representatives said that they are aware that care staff will take appropriate action should the consumer not answer the door as expected.

Staff interviewed described the assessment and care planning process. A comprehensive assessment is conducted for each consumer initially and annually and reviewed twice during the year, or in response to changes in the consumer’s health and wellbeing or circumstances.

The service uses a comprehensive assessment and planning tool which identifies consumer needs, goals, preferences and risks including environmental risks. Care plans are developed in consultation with the consumer and/or their representative and were seen to set out the consumer’s identified needs, goals, preferences and risks.

One (1) specific requirement of this Quality Standard was assessed and I have found it to be Compliant. As not all requirements were assessed an overall rating for the Quality Standard is not provided.

## Assessment of Standard 2 Requirements

### 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.*

# 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 interviewed the consumer, asking the consumer whether the service and care delivered were tailored to their needs and optimised their health and wellbeing. Care managers were interviewed and asked how they ensured that the care and services delivered were best practice and to provide examples where this had occurred.

The Assessment Team found that assessment and planning was done in consultation with the consumer and /or representative and that care plans were tailored to meet the consumer’s needs, preferences and to mitigate risks identified. Interviews with consumers and/or representatives confirmed this. All consumers interviewed were very satisfied with the care staff who delivered their care and said they did a good job.

The Assessment Team found that best practice is supported through the use of validated assessment tools. The care management team said that they use the service’s policies and procedures to guide assessment and care planning. Assessment documentation also direct the assessor to seek other qualified health professionals to further assess and direct care needs and services so that current best practice is delivered.

Care managers described how they keep up to date with current clinical and care practices and stated that they meet weekly to discuss specific consumer issues and challenges and share information gained from their own experience and learnings.

One (1) specific requirement of this Quality Standard was assessed and I have found it to be Compliant. As not all requirements were assessed an overall rating for the Quality Standard is not provided.

### 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.*

# 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 service provider understands and applies this requirement under this Standard, the Assessment Team interviewed consumers, asking about their experiences with the staff, reviewed records, and interviewed staff about the initial orientation, ongoing training and support provided by the service and the adequacy of staff employed to complete tasks required.

Consumers and their representatives said the care staff are caring and respectful and always on time. Most consumers provided positive feedback and were satisfied with the service’s approach.

A detailed care staff profile is created for each staff member for the purpose of matching care staff skills and attributes to each consumer’s needs, goals and preferences. The human resources section advises the rostering officer where care staff are non-compliant in mandatory requirements.

Orientation and induction is provided to all staff by a senior manager. Care staff interviewed provided examples of their experience in working for the service provider, and said they are well supported in all aspects of their role by both the service provider. Care staff said they can contact the service provider’s office at any time and are supported by the care managers, including decision-making and emergency response if required. They also stated they are fully informed regarding each consumer’s health status and circumstances prior to attending the consumer’s home.

Care managers are directly employed and hold relevant qualifications for their role, with the majority being registered nurses. Management have experience working in aged and disability care and in a range of management roles with various organisations.

The service provider identified and implemented measures to improve its systems for identifying staff training and police check requirements.

One (1) specific requirement of this Quality Standard was assessed and I have found it to be Compliant. As not all requirements were assessed an overall rating for the Quality Standard is not provided.

## Assessment of Standard 7 Requirements

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

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

The Assessment Team identified that consumers and their representatives said the care staff are caring and respectful and always on time. Consumers provided positive feedback and were satisfied with the service’s approach. Staff stated they were well trained and supported and Care Managers and Management were seen to be equipped to manage their roles. However, the Assessment Team found that the service approved provider was not able to demonstrate they have clear and effective systems to ensure subcontracted staff have current police certificates and consistently complete required training.

In its response the service provider acknowledged that these systems required improvement, however it was able to show how it monitors training and compliance and detailed the improvements in place to embed these measures.

I find this requirement Compliant.

# 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

Consumers’ risks are captured on entry to the service and reviewed twice yearly after the initial assessment. Risks are documented in the care plan and care staff are made aware and provided with any additional information that may be required to manage and mitigate risks to the consumer and also to staff when delivering care and services. Equipment is purchased to mitigate these risks and where required, an assessment is conducted by an occupational therapist or other allied health professional.

A process is in place to manage non-response to a scheduled visit. There is a risk management plan in place.

Subcontracted care staff receive training in elder abuse and neglect to support them recognising the signs of elder abuse and meeting reporting requirements. Care managers are provided with training in advocacy for older people.

Subcontracted care staff interviewed were able to describe the individual needs and preferences for each consumer and how they support these on a daily basis. Consumers interviewed were able to provide examples about how the service provider is supporting them to live the best life they can.

One (1) specific requirement of this Quality Standard was assessed and I have found it to be Compliant. As not all requirements were assessed an overall rating for the Quality Standard is not provided.

## 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.*

# 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.