Accreditation Decision and Report

**Decision to re-accredit service following a site audit**

**Service and approved provider details**

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| --- | --- |
| **Name of service:** | Eileen Armstrong House |
| **RACS ID:** | 2093 |
| **Name of approved provider:** | Anglican Community Services |
| **Address details:** | 20 Alice Street WOONONA NSW 2517 |
| **Date of site audit:** | 23 July 2019 to 25 July 2019 |

**Summary of decision**

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| **Decision made on:** | 29 August 2019 | |
| **Decision made by**: | Authorised delegate of the Aged Care Quality and Safety Commissioner (Commissioner) under section 76 of the *Aged Care Quality and Safety Commission Act 2018* to decide under section 41 of the Aged Care Quality and Safety Commission Rules 2018 (Rules) about the accreditation of a service. | |
| **Decision:** | To re-accredit the service under section 41 of the Rules. | |
| **Further period of accreditation:** | 23 September 2019 to 23 September 2022 | |
| **Assessment of performance with the Aged Care Quality Standards** | | |
| Standard 1 Consumer dignity and choice | | Met |
| Standard 2 Ongoing assessment and planning with consumers | | Met |
| Standard 3 Personal care and clinical care | | Met |
| Standard 4 Services and supports for daily living | | Met |
| Standard 5 Organisation’s service environment | | Met |
| Standard 6 Feedback and complaints | | Met |
| Standard 7 Human resources | | Met |
| Standard 8 Organisational governance | | Met |

**This decision is published on the Aged Care Quality and Safety Commission’s (Commission) website under section 48 of the Rules.**

## Introduction

**This is the report of an assessment of Eileen Armstrong House (the Service) conducted from 23 July 2019 to 25 July 2019.**

**This assessment was conducted for the purposes of assessing the provider’s performance in relation to the Service against the Aged Care Quality Standards (the Standards) in accordance with the Aged Care Quality and Safety Commission Rules 2018.**

This report details the findings of this performance assessment and contains a detailed report about the performance of the Service against each Quality Standard assessed and the requirements within each Quality Standard assessed rated as either, Met or Not Met.

For a ‘Not met’ finding, the Assessment Team has provided information about why the Requirement was Not Met.

This Report is to be read in conjunction with the Quality Standards.

## Assessment Details

The assessment was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

The following interviews were undertaken:

| **Type** | **Number** |
| --- | --- |
| Residential Manager | 1 |
| General Manager Southern Area | 1 |
| Workplace Trainer and Lifestyle | 1 |
| Administration | 1 |
| Catering/Cleaning  Lifestyle Officer | 1  1 |
| Physiotherapist/Health and Safety Representative | 1 |
| Regional Building Manager | 1 |
| Quality and Compliance Manager Residential | 1 |
| Consumers | 18 |
| Representatives | 6 |
| Laundry staff | 1 |
| Care staff | 8 |
| Care Manager | 2 |
| Registered Nurse | 1 |
| Medical Practitioner | 2 |
| Enrolled Nurse | 1 |
| Hospitality Manager | 2 |

## Detailed findings

This section covers information about the assessment of the provider’s performance, in relation to the service, against each of the requirements of the Quality Standards that were assessed.

### Standard 1 : Consumer dignity and choice Met

#### Consumer outcome:

I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

#### Organisation statement:

The organisation:  
  
a) has a culture of inclusion and respect for consumers; and   
  
b) supports consumers to exercise choice and independence; and   
  
c) respects consumers’ privacy.

#### Summary of Assessment of Standard 1 :

The Assessment Team found that the organisation has met all requirements under Standard One.

Consumer experience interviews showed that 100% of consumers agreed that staff always treat them with dignity and respect. They also confirmed consumers and/or representatives have a say in the consumer’s daily activities and are regularly consulted and supported to make decisions in relation to the care and services the consumer receives. The information provided by consumers and/or representatives shows the consumer is supported to participate in activities that may be of risk to them, and the service provides alternative strategies to mitigate the risks to enable those consumers to purse their preferred activities.

The organisation demonstrates care and services are culturally safe and the service’s mission statement supports this aim. The organisation provides consumers, staff and other relevant stakeholders with current information and consumers feel included in the way of life decisions made. Consumers and staff have been provided with education about the new standards and the charter of aged care rights, and communication mechanisms include regular meetings and newsletters. Consumers privacy is respected, and confidentiality regarding personal information is maintained.

#### Requirements:

##### Standard 1 Requirement (a) Met

The organisation demonstrates that each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

##### Standard 1 Requirement (b) Met

The organisation demonstrates that care and services are culturally safe.

##### Standard 1 Requirement (c) Met

The organisation demonstrates that each consumer is supported to exercise choice and independence, including to:  
  
i) make decisions about their own care and the way care and services are delivered; and  
  
ii) make decisions about when family, friends, carers or others should be involved in their care; and  
  
iii) communicate their decisions; and  
  
iv) make connections with others and maintain relationships of choice, including intimate relationships.

##### Standard 1 Requirement (d) Met

The organisation demonstrates that each consumer is supported to take risks to enable them to live the best life they can.

##### Standard 1 Requirement (e) Met

The organisation demonstrates that information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.

##### Standard 1 Requirement (f) Met

The organisation demonstrates that each consumer’s privacy is respected and personal information is kept confidential.

### Standard 2 : Ongoing assessment and planning with consumers Met

#### 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:

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.

#### Summary of Assessment of Standard 2 :

Consumer experience interviews showed that 100% of consumers and their representatives randomly selected say that consumers receive appropriate care and services always or most of the time. They feel it covers what is important to consumers and how they want their care/service to be delivered.

16 consumers and representatives say that consumers feel safe living at the organisation and their care/services are well planned to meet their needs. This includes conducting relevant assessment to manage risks associated with consumers’ health and wellbeing. Consumers/representatives say they are actively involved in the assessment, planning and review of consumers care, and services and they also say the organisation makes it easy for them to be involved. They are also satisfied that the right people are involve delivering appropriate care/service to consumers. They say they know how to get a copy of the consumer care and service plan if required, in the appropriate format that they can understand. Their care and services are regularly reviewed and the organisation promptly communicates with them when incidents or changes to the needs or preferences occur.

Members of the workforce were able to articulate the organisation’s processes and approach to assessment and care planning and how these inform the delivery of safe and effective care/services. They demonstrated awareness of individual consumer’s goals, needs and preferences including end of life wishes They provided examples of how they worked together with consumers, their representatives and others to manage risks and enhance consumers’ health and general welfare.

There is a clear line of accountability within the organisation for assessing and planning, reviewing the care and services needs of consumers. The organisation has strategies, policies and procedures that support a consumer centred approach to assessment and planning for care and services. Their Rhythm of Life philosophy is person-centred, pre-entry interviews with consumers includes end of life discussions where appropriate comfort care plans are developed to support consumers and/or families during the relevant period.

#### Requirements:

##### Standard 2 Requirement (a) Met

The organisation demonstrates that 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.

##### Standard 2 Requirement (b) Met

The organisation demonstrates that 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 2 Requirement (c) Met

The organisation demonstrates that assessment and planning:   
  
i) is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and   
  
ii) includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.

##### Standard 2 Requirement (d) Met

The organisation demonstrates that 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.

##### Standard 2 Requirement (e) Met

The organisation demonstrates that 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.

### Standard 3 : Personal care and clinical care Met

#### Consumer outcome:

I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

#### Organisation statement:

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

#### Summary of Assessment of Standard 3 :

100% of the consumers/representatives responded that consumers get the care they need always or most of the time. Similarly, 100% of them also reported that staff are kind and caring and they are qualified for their respective roles. Consumers and representatives also reported being confident that the care and service the consumers receive is specific to each individual and promotes their health and enhances their well-being.

Members of both care and clinical workforce tailor personal and clinical care to the individual consumer’s needs/preferences and the delivery of care is informed by best practice guidelines. Most of the consumers and representatives say consumers’ care is consistent, they are fully informed and can give consent for information to be shared with others about them, they have quality personal and clinical care because workforce and others have up to date information. In most of the consumer files reviewed, the organisation’s approach to manage consumers whose clinical/personal care considered to be at risk indicate that it is effective however, there are aspects of clinical care that can be improved.

Organisation systems and processes demonstrates that it adopts best practice to guide delivery of safe and effective care. They recently reviewed and updated a set of policies in line with the new accreditation standards and legislative requirement including minimising the use of restraint, antimicrobial stewardship, recognising deterioration consumer and risks consultation. Regular audits are conducted on clinical indicators (e.g. falls risks, pressure area injuries and weight measurements) to monitor trends and implement appropriate interventions.

Feedback from consumers/representatives is sought to inform the organisation on areas for improvement. The organisation collaborates with medical, allied health and other organisation to provide integrative care/services that optimises consumers health and welfare.

#### Requirements:

##### Standard 3 Requirement (a) Met

The organisation demonstrates that each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:   
i) is best practice and   
ii) is tailored to their needs and   
iii) optimises their health and well-being.

##### Standard 3 Requirement (b) Met

The organisation demonstrates that effective management of high impact or high prevalence risks associated with the care of each consumer.

##### Standard 3 Requirement (c) Met

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

##### Standard 3 Requirement (d) Met

The organisation demonstrates that 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.

##### Standard 3 Requirement (e) Met

The organisation demonstrates that information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.

##### Standard 3 Requirement (f) Met

The organisation demonstrates that timely and appropriate referrals to individuals, other organisations and providers of other care and services.

##### Standard 3 Requirement (g) Met

The organisation demonstrates that minimisation of infection related risks through implementing:   
i) standard and transmission based precautions to prevent and control infection; and   
ii) practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

### Standard 4 : Services and supports for daily living Met

#### Consumer outcome:

I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

#### Organisation statement:

The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

#### Summary of Assessment of Standard 4 :

The Assessment Team found that the organisation met all requirements under standards 4.

Consumers interviewed confirmed that they are generally satisfied with the services they receive. Furthermore, all consumers say they are supported to be as independent as possible. Consumers have choices on how they spend their day.

The organisation adequately demonstrated that it makes timely referrals to other organisations, provides meals of a suitable quality, variety and quality and provides safe, suitable clean and well-maintained furniture. The organisation expressed they are involving consumers and/or representatives with care plan reviews to ensure the service and supports for daily living provided are in line with preferences and needs. Furthermore the organisation receives consumer and/or representative feedback via surveys, audits and resident’s meetings to improve the quality of care.

#### Requirements:

##### Standard 4 Requirement (a) Met

The organisation demonstrates that each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.

##### Standard 4 Requirement (b) Met

The organisation demonstrates that services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.

##### Standard 4 Requirement (c) Met

The organisation demonstrates that services and supports for daily living assist each consumer to:   
i) participate in their community within and outside the organisation’s service environment; and   
ii) have social and personal relationships; and   
iii) do the things of interest to them.

##### Standard 4 Requirement (d) Met

The organisation demonstrates that information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

##### Standard 4 Requirement (e) Met

The organisation demonstrates that timely and appropriate referrals to individuals, other organisations and providers of other care and services.

##### Standard 4 Requirement (f) Met

The organisation demonstrates that where meals are provided, they are varied and of suitable quality and quantity.

##### Standard 4 Requirement (g) Met

The organisation demonstrates that where equipment is provided, it is safe, suitable, clean and well maintained.

### Standard 5 : Organisation’s service environment Met

#### Consumer outcome:

I feel I belong and I am safe and comfortable in the organisation’s service environment.

#### Organisation statement:

The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

#### Summary of Assessment of Standard 5 :

The Assessment Team found that the organisation met all requirements under Standard 5.

The service was observed to be welcoming, clean, well maintained and with consumers’ rooms personalised. The layout enabled consumers to move around freely with suitable furniture, fittings and equipment. Consumers have easy access to well-kept outdoor areas with gardens, paths and outdoor furniture. Hand rails assist the consumers move around the service and there is signage to aid with location. There are several private areas where consumers can meet family and friends, as well as communal activities’ room and dining rooms. There is a separate memory support unit which has just been extended with its own outdoor area.

Consumers commented they find the service to be clean, at a comfortable temperature and well maintained with comfortable furnishing and fittings. They were satisfied there are private places they can go and some stated they enjoy the outdoor areas.

There are policies and procedures covering the maintenance and repair of equipment and staff could describe how to report any issues.

#### Requirements:

##### Standard 5 Requirement (a) Met

The organisation demonstrates that the service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.

##### Standard 5 Requirement (b) Met

The organisation demonstrates that the service environment:   
i) is safe, clean, well maintained and comfortable; and   
ii) enables consumers to move freely, both indoors and outdoors.

##### Standard 5 Requirement (c) Met

The organisation demonstrates that furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

### Standard 6 : Feedback and complaints Met

#### Consumer outcome:

I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

#### Organisation statement:

The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

#### Summary of Assessment of Standard 6 :

The Assessment Team found that the organisation demonstrated that all requirements under Standard 6 were met.

All consumers interviewed felt safe and comfortable providing feedback to the organisation.

The organisation could demonstrate that consumers know how to give feedback and make complaints, and feel safe and comfortable doing so, and that consumers have access to advocates, language services and other methods for raising and resolving complaints.

Feedback and complaints are reviewed and used to improve the quality of care. The organisation provided a complaints and feedback register and was able to demonstrate how the complaints were used to improve the quality of care and services for consumers.

#### Requirements:

##### Standard 6 Requirement (a) Met

The organisation demonstrates that consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

##### Standard 6 Requirement (b) Met

The organisation demonstrates that consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

##### Standard 6 Requirement (c) Met

The organisation demonstrates that appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

##### Standard 6 Requirement (d) Met

The organisation demonstrates that feedback and complaints are reviewed and used to improve the quality of care and services.

### Standard 7 : Human resources Met

#### Consumer outcome:

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

#### Organisation statement:

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

#### Summary of Assessment of Standard 7 :

The Assessment Team found the organisation demonstrated that all requirements under Standard 7 are met.

The organisation demonstrated the workforce is planned to enable, and the number and mix of staff employed enables, the delivery and management of safe and quality care and services. Consumers were satisfied that though staff are busy there are sufficient staff to cater for their needs and call bells are answered within a reasonable time.

The organisation demonstrated that workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity. Consumers provided various examples of what this means to them including celebrating special cultural events. Interactions between consumers, representatives and staff were observed to be kind, caring and respectful.

The organisation demonstrated the workforce is competent and have the qualifications and knowledge to effectively perform their roles.

The organisation demonstrated the workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards. Staff were satisfied they had sufficient induction and training and confirmed that a performance appraisal review process is undertaken occur and they undertake competencies.

#### Requirements:

##### Standard 7 Requirement (a) Met

The organisation demonstrates that 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.

##### Standard 7 Requirement (b) Met

The organisation demonstrates that workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.

##### Standard 7 Requirement (c) Met

The organisation demonstrates that the workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.

##### Standard 7 Requirement (d) Met

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

##### Standard 7 Requirement (e) Met

The organisation demonstrates that regular assessment, monitoring and review of the performance of each member of the workforce.

### Standard 8 : Organisational governance Met

#### Consumer outcome:

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

#### Organisation statement:

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

#### Summary of Assessment of Standard 8 :

The Assessment Team found the organisation demonstrated that all requirements under Standard 8 were met.

The organisation demonstrated that they involve consumers in the design, delivery and evaluation of care and services, providing a range of examples. Consumers confirmed they have opportunities to be involved in care planning, delivery and evaluation also providing examples of this in practice.

The governing body meets regularly and set clear guidelines and expectations for the organisation and reviews risks. There are organisation wide governance systems to support effective information management, the workforce, compliance with regulations and clinical care. The clinical governance framework addresses anti-microbial stewardship, open disclosure and minimising restraint. Staff understood these concepts and could explain how they are used in practice. Consumers and their representatives confirmed where restraint is used it has been discussed and alternative options considered.

#### Requirements:

##### Standard 8 Requirement (a) Met

The organisation demonstrates that consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

##### Standard 8 Requirement (b) Met

The organisation demonstrates that the organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

##### Standard 8 Requirement (c) Met

The organisation demonstrates that effective organisation wide governance systems relating to the following:  
i) information management  
ii) continuous improvement  
iii) financial governance  
iv) workforce governance, including the assignment of clear responsibilities and accountabilities  
v) regulatory compliance  
vi) feedback and complaints

##### Standard 8 Requirement (d) Met

The organisation demonstrates that effective risk management systems and practices, including but not limited to the following:  
i) managing high-impact or high-prevalence risks associated with the care of consumers  
ii) identifying and responding to abuse and neglect of consumers  
iii) supporting consumers to live the best life they can

##### Standard 8 Requirement (e) Met

The organisation demonstrates that where clinical care is provided - a clinical governance framework, including but not limited to the following:   
i) antimicrobial stewardship   
ii) minimising the use of restraint  
iii) open disclosure