Eldercare Seaford

Performance Report

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**Commission ID:** 6278

**Provider name:** Eldercare Inc

**Assessment Contact - Site date:** 18 March 2021

**Date of Performance Report:** 4 June 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 3 Personal care and clinical care** |
| Requirement 3(3)(a) Compliant |
| **Standard 7 Human resources** |
| Requirement 7(3)(c) 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 did not submit 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 Requirement (3)(a) in this Standard at this Assessment Contact. All other Requirements in this Standard were not assessed. Therefore, an overall rating of the Standard has not been completed.

Based on the findings and evidence in the Assessment Team’s report, I find Eldercare Inc, in relation to Eldercare Seaford, Compliant with Standard 3 Requirement (3)(a). I have provided reasons for my finding in the specific Requirement 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 the service was able to demonstrate each consumer gets safe and effective personal and clinical care which is best practice, tailored to consumers’ needs and optimises consumers’ health and well-being. The Assessment Team provided the following information and evidence relevant to my finding:

* All consumers and representatives (17 in total) interviewed confirmed consumers receive the care they need and have access to medical officers and other health professionals when required.
  + Representatives interviewed provided specific examples of how staff have supported individual consumers with safe and effective care which was tailored to consumers’ needs and optimised their health and well-being.
* Seven consumer files sampled indicated effective management of consumers’ personal and clinical care needs, including care related to responsive behaviours, weight management, end-of-life care, wound care, medication management and pain management.
  + Wound management records viewed indicate wounds are monitored and reviewed.
  + Pain charts were commenced for consumers when there was a change in need or change in pain medications.
* Staff interviewed demonstrated knowledge of consumers’ needs and were able to articulate actions and care provided which meets consumers’ individual needs.

Based on the findings and evidence in the Assessment Team’s report, including the above information, I find Eldercare Inc, in relation to Eldercare Seaford, Compliant with Standard 3 Requirement (3)(a).

# 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

The Assessment Team assessed Requirement (3)(c) in this Standard at this Assessment Contact. All other Requirements in this Standard were not assessed. Therefore, an overall rating of the Standard has not been completed.

Based on the findings and evidence in the Assessment Team’s report, I find Eldercare Inc, in relation to Eldercare Seaford, Compliant with Standard 7 Requirement (3)(c). I have provided reasons for my finding in the specific Requirement below.

## 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 the service was able to demonstrate the workforce is competent and have the relevant qualifications and knowledge to effectively perform their roles. The Assessment Team provided the following information and evidence relevant to my finding:

* All consumers and representatives (17 in total) interviewed indicated staff are attentive to consumers’ needs and are confident that staff are competent and suitably qualified to undertake their roles.
  + Four consumers specifically described how care and nursing staff support the effective management of their pain.
  + A representative indicated nursing staff understand the complex clinical needs of their family member.
  + Three consumers provided examples of how care staff provide support to meet their individual needs.
  + All consumers and representatives interviewed were complimentary of hospitality staff.
* Management described recruitment and onboarding processes used to ensure potential candidates and new staff have the appropriate qualifications and experience. Initial and ongoing performance review processes are used to monitor competency of staff.
* Several staff who perform a variety of roles were able to articulate the training and support provided by the organisation to maintain their competency relevant to their roles.
  + Examples provided include training and monitoring of practice by senior staff.
* Progress notes and care planning documentation indicated clinical staff are aware of medication side-effects, over-use of medication and pain management.
* Documentation demonstrated a staff member’s performance was reviewed following an incident.
* A training matrix is maintained which identified mandatory training specific to individual roles within the service and registered nursing staff registrations are monitored.

Based on the findings and evidence in the Assessment Team’s report, including the above information, I find Eldercare Inc, in relation to Eldercare Seaford, Compliant with Standard 7 Requirement (3)(c).

# 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.