Embracia in Reservoir

Performance Report

65a Glasgow Avenue
RESERVOIR VIC 3073
Phone number: 03 9469 5555

**Commission ID:** 3563

**Provider name:** Embracia Victoria Pty Ltd

**Assessment Contact - Site date:** 5 May 2021

**Date of Performance Report:** 22 June 2021

# Publication of report

This Performance Report **will 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 |
| Requirement 3(3)(f) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | 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 on 21 May 2021.

# 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

An overall rating for this 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.*

Overall, consumers and their representatives expressed satisfaction that they get the care they need. Consumers expressed satisfaction regarding staff assisting them to maintain their skin integrity. Staff are aware of the risks associated with individual consumer care, and monitoring processes are in place. Consumer care files evidence personal care including interventions to ensure strategies for skin integrity and continence care is safe, effective, and tailored to the specific needs of each consumer. The service is responding to and identifying skin integrity issues and providing care as planned.

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

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

A sample file review for consumers at risk of high impact or high prevalence risks indicates care is effective. Documentation review showed consumers receive care and are reviewed by general practitioners and allied health providers when incidents occur. Staff are aware of the risks associated with individual consumer care and monitoring processes are in place. Management identify care practice incident trends which are followed up with additional staff training.

### Requirement 3(3)(f) Compliant

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

Sampled consumers are satisfied they can access allied health and other service providers, and that they feel supported doing so. A review of sampled care planning documents demonstrated timely and appropriate referrals to allied health providers, medical specialists and other health organisations. Input from general practitioners, allied health professionals and other specialist services is incorporated into care plans to provide strategies and interventions for each consumer.

# 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

An overall rating for this Quality Standard is not provided.

## 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.*

Sampled consumers and representatives described how staff are kind and caring and know what they are doing. The majority of consumers and representatives described how there are sufficient staff at the service, and call bells are responded to within an appropriate timeframe. Staff stated there are generally sufficient staffing levels at the service. Management described how the roster is reviewed on a regular basis to ensure that it meets the care requirements of consumers.

A review of staff rosters identified available shifts are filled by permanent or casual staff who are familiar with the service’s policies and procedures. A review of the call bell and sensor mat response time system identified call bells are generally answered within a reasonable timeframe.

# 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

An overall rating for this 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*
4. *managing and preventing incidents, including the use of an incident management system.*

Consumers described how they are supported by the service to live the best life they can. The service has a risk management framework identifying high impact and high prevalence risks and abuse or neglect of consumers. The organisation has policies describing how high impact or high prevalence risks associated with the care of consumers is managed. Staff were asked whether these policies had been discussed with them and what they meant for them in a practical way. Staff have been educated about the policies and were able to provide examples of their relevance to their work.

The organisation has an incident system which requires the escalation of high impact risks. The service demonstrated components of the risk management system which includes incident reports, hazard forms, audits, and meetings with consumers, representatives and staff. There are processes to ensure action is taken and consumers are supported 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.