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:** | Emmy Monash Aged Care |
| **RACS ID:** | 3037 |
| **Name of approved provider:** | Emmy Monash Aged Care Inc |
| **Address details:** | 518 -526 Dandenong Road CAULFIELD NORTH VIC 3161 |
| **Date of site audit:** | 17 July 2019 to 19 July 2019 |

**Summary of decision**

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| --- | --- | --- |
| **Decision made on:** | 23 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:** | 01 October 2019 to 01 October 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 Emmy Monash Aged Care (the Service) conducted from 17 July 2019 to 19 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 Quality 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 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** |
| --- | --- |
| Consumers | 22 |
| Contracted cleaning and laundry supervisor | 1 |
| Quality risk and improvement supervisor | 1 |
| Connections and marketing coordinator | 1 |
| Marketing and function manager | 1 |
| Engineering services manager | 1 |
| Facilities management coordinator | 1 |
| Quality, risk & innovation manager | 1 |
| Catering staff | 1 |
| Laundry staff | 1 |
| Care staff | 7 |
| Culture, community and well-being staff | 1 |
| Cleaning staff | 1 |
| Team leader | 3 |
| Representatives | 15 |
| Clinical care manager | 1 |
| Human resource manager | 1 |
| Administration staff | 1 |
| Volunteers | 4 |
| Social councillor | 1 |
| Physiotherapists | 2 |
| Maintenance officer | 1 |
| Human resource coordinator | 1 |
| Culture, community and well-being manager | 1 |
| Enrolled nurses | 2 |
| Registered nurses | 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 has a culture of inclusion and respect for consumers; and supports consumers to exercise choice and independence; and respects consumers’ privacy.

#### Summary of Assessment of Standard 1:

The Assessment Team found that the organisation has met all six requirements under Standard 1.

Consumer experience interviews show that 100% of consumers agreed staff always or most of the time treat them with respect. Feedback through other interviews was consistent with this high level of satisfaction and included feedback that consumers feel culturally safe, they are supported to exercise choice and independence and that their privacy is respected.

The service demonstrated that consumers are treated with dignity and respect, and that the service actively promotes a culture of inclusion. Staff were observed to interact with consumers patiently and respectfully and could readily identify consumer’s individual preferences and interests. Staff described the ways consumers’ social connections are supported both inside and outside the service. The service actively promotes a culture of inclusiveness and respect for diversity and culture. Staff receive education in cultural awareness and Jewish culture and faith.

Staff provided meaningful examples of how they help consumers make choices, including by giving consumers clear and accurate information and options to inform their choice. Consumers stated that they can make decisions about their life, even when it involves an element of risk. Consumers reported that they feel heard when they tell staff what matters to them.

Consumers reported that they are satisfied that care and services, including personal care, is undertaken in a way that respects their privacy. Staff gave examples of how they maintain the privacy of individuals. Staff were observed respecting consumer privacy by knocking on doors prior to entry. Electronic information is password protected and the confidentiality of paper documented was maintained.

The organisation uses a scheduled audit program, anonymous feedback, formal and informal complaints mechanisms to monitor and review that consumers are satisfied, staff treat them with respect and support them to maintain their identity and live the live they choose.

#### Requirements:

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

Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

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

Care and services are culturally safe.

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

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

Each consumer is supported to take risks to enable them to live the best life they can.

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

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

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:

The Assessment Team found that the organisation has met all five requirements under Standard 2.

The organisation demonstrates the consumer is a partner in ongoing assessment and planning that helps the consumer get the care and services needed for their health and well-being.

Consumer experience interviews show 100% of consumers agreed they get the care they need and 94% agreed they have a say in their daily activities. Consumers and representatives interviewed are satisfied they have direct engagement in the initial and ongoing assessment and planning of their care helps them get the care and services they need. Consumers reported feeling safe and confident that staff listen to their goals and preferences, and that the organisation gets input from other professionals to ensure consumers get the right care and services to meet their needs.

Staff could describe how consumers and others who contribute to the consumer’s care (including medical practitioners, allied health professionals, carers and family) work together to deliver a tailored care and service plan and monitor and review the plan as needed.

Consumers reported that their care and services are regularly reviewed and that when something goes wrong, or their needs or preferences change, the organisation is quick to communicate with them and seek their input to update the care and services they are getting. The Assessment Team were satisfied that advance care planning and end of life planning formed part of the care planning.

Each of the care and service plans reviewed by the Assessment Team evidence that plans had been regularly reviewed (with changes made) and included a date by which the next review of care and services must be undertaken. Qualified staff undertake reviews relevant to the care and service.

Staff demonstrated an understanding of adverse incidents or near-miss events and how these were identified, documented and reviewed by the service, to inform continuous improvement.

#### Requirements:

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

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

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

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 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

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:

The Assessment Team found that the organisation has met all seven requirements under Standard 3.

The organisation demonstrates it delivers safe and effective personal and clinical care in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

Of consumers and representatives randomly sampled, 100% said they get the care they need most of the time or always. Ninety four percent said they feel safe always, while 6% feel safe some of the time. These high levels of satisfaction were consistent with interviews with other consumers and representatives. Consumers provided various examples of how staff ensured the care provided was right for them including by regularly asking them about their care and the way it was delivered.

Staff could describe how they ensure care is best practice, their opportunities for continuing education and how they ensure that information is shared both within the organisation and with others outside the organisation. Care staff were observed to be kind, caring and respectful to the consumers and sensitive to their individual needs and preferences. Staff are aware of consumers at risk and those vulnerable and how incidents and changes in personal and care needs prompt reviews and assessments. Care, cleaning, laundry staff demonstrated a good working understanding of precautions to prevent and control infections and strategies to minimise the use of antibiotics.

Each of the plans of care reviewed by the Assessment Team evidenced the delivery of safe and effective care. Staff discussed how they manage the sensitive topic of understanding and attending to the individual needs of consumers at the end of their life.

The service demonstrated the ongoing two monthly holistic multidisciplinary reviews and consultations with the consumer, family or representatives and the annual reviews ensure personal and or clinical care is safe and right for each consumer. The organisation also demonstrated they have a suite of policies and procedures underpinning the delivery of care and how they review this and practice to ensure they remain fit for purpose, informed by advice from consumers, families and other experts.

#### Requirements:

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

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

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

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

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

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

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

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

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

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 has met all seven requirements under Standard 4.

Consumers interviewed confirm satisfaction with services and supports for daily living that are important to them. Ninety four percent of consumer experience interviews show consumers always or most of the time agreed they are encouraged to do as much as possible for themselves. Of consumers randomly sampled, 88% agreed that they like the food at the service always or most of the time with a minority, describing themselves as picky, saying they like the food some of the time. Consumers and representatives said they are made to feel part of Emmy Monash community. Consumers described the support they receive for religious, spiritual and community activities. Consumers said staff and volunteers support them when they were feeling down. Consumers stated they could influence the activities provided in the service that is of interest to individuals and groups.

The service adequately demonstrated that it supports consumers to connect with other communities and people outside the service. The service has a range of programs that allow consumers to participate in intergenerational programs, culturally specific outings and attend other organisations. The service demonstrated how it supports consumer’s mental health and wellbeing. The service adequately demonstrated that it makes timely referrals to other organisations, provides meals of a suitable quality, variety and quantity and provides safe, suitable clean and well maintained furniture.

Plans of care provided clear information about goals and strategies for achieving safe and effective services and supports for daily living, emotional and spiritual care, and accessing the community and personal relationships. Staff provided a number of meaningful examples of how they support individual needs and preferences in relation to this standard.

The organisation monitors and reviews each requirement in this Standard using a regular individual review program.

#### Requirements:

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

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

Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well being.

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

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

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

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

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

Where meals are provided, they are varied and of suitable quality and quantity.

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

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 has met all three requirements under Standard 5.

Consumer experience interviews show 88% of consumers agreed that they feel at home at Emmy Monash and 94% of consumers agreed they feel safe at the service. Other consumers and representatives interviewed provided positive feedback about the organisation’s service environment. Consumers reported that:

* The service was well maintained, safe and kept clean and at a comfortable temperature.
* They have access to a range of equipment and furnishings and felt safe using them.
* They have access to quiet rooms to meet family and friends and are encouraged to use all areas of the service.
* Management encourages feedback about the service environment.

The service was observed to be welcoming (with individual rooms decorated with memorabilia, photographs and other personal items), clean and well maintained. There was signage to help consumers navigate the service. Garden and larger communal areas, that include the café, synagogue and hair salon were observed to be safe, inviting and well maintained.

While the service is a multilevel building with keypad access to each level, consumers have freedom of movement between levels and access to outside areas, assisted where required. Consumers are satisfied they have access to areas they wish to access.

A preventative and reactive maintenance program ensures a structured approach managing the living environment. Staff demonstrated an understanding of the service’s procedures to ensure a safe living environment. Management demonstrated that feedback and monitoring processes drive improvements.

#### Requirements:

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

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 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

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 has met all four requirements under Standard 6.

The organisation demonstrated that consumers are encouraged and supported to provide feedback and make complaints, have access to advocates and methods for resolving complaints, have appropriate action taken in response to their complaints, and, that complaints are reviewed and used to improve services.

Consumer experience interviews show 100% of consumers are satisfied staff follow up when they raise things with them. Other consumers and representatives interviewed provided positive feedback about staff and management’s responsiveness to any issues raised. Consumers interviewed were aware of ways to raise a complaint.

Information about internal and external feedback processes is provided to all consumers and representatives. Brochures and information relating to feedback mechanisms are displayed throughout the service and available to consumers. There are feedback boxes located in every wing. Feedback, complaints and compliments are an agenda item at consumer and family meetings. The organisation has developed an open disclosure framework and management demonstrated working understanding of open disclosure through recent examples.

Management review, analyse and monitor all feedback received to identify trends and generate improvements. Complaints data is tabled at meetings of the service’s Board.

#### Requirements:

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

Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

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

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

Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

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

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 that the organisation has met all five requirements under Standard 7.

The organisation demonstrated 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, respectful and quality care and services.

Consumers provided positive feedback about the workforce. Consumer experience interviews showed that 100% of consumers agreed that staff know what they are doing most of the time or always; that 100% of consumers agreed staff are kind and caring; and, that 100% of consumers agreed they get the care they need. Other consumers and representatives interviewed provided positive feedback about how the workforce meets the needs and preferences of consumers.

There are processes to ensure there are sufficient skilled and qualified staff to deliver safe, quality care and services. Management explained, and documentation confirmed, the service has processes in place for rostering of staff and replacing staff in the roster.

Staff were observed to be attentive, kind and caring in their interactions with consumers, families and other visitors to the service. Staff said they have sufficient time to complete their work load and unplanned leave circumstances is always replaced.

Recruitment, selection, induction and orientation processes ensure staff have the required knowledge and skills to deliver services. Staff are recruited to specific roles requiring relevant qualifications and/or experience and are provided with relevant information to enable them to complete their tasks.

Management monitor staff compliance with nursing registrations and police certificates. Management and staff have access to policies and procedures to guide care and services and these are reviewed regularly. Management have access to a range of education to support them in their relevant positions. An education plan reflects current training needs. Staff said they have access to a range of education opportunities to support them in their respective roles. Staff gave examples in how they had been supported in personal development and further education.

Management discussed processes to monitor staff performance, including call bell audits. All staff are required to participate in end of probation review and annual performance appraisals. The organisation has staff recognition processes, including nomination processes for the ‘employees of excellence’ and ‘Mensch’ awards presented at an evening of staff recognition.

#### Requirements:

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

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

Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.

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

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

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

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 that the organisation has met all five requirements under Standard 8.

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

Consumers confirmed that they are involved in care planning, delivery and evaluation illustrating how this occurs in practice. Consumer experience interviews showed that 100% of consumers agreed that the service is well run.

The service demonstrated that they involve consumers in the design, delivery and evaluation of care and services, providing numerous examples of how consumers are involved in the co-design of services and engaged on a day to day basis. The organisation’s strategic plan, vision, mission and values, opportunities for improvement, resident and relative meetings and schedule of audits demonstrates the service is engaged with their consumers in the delivery and evaluation of their care and services.

The organisation’s vision, mission and values statement were on display on all levels and is provided to all staff during induction. The organisation’s strategic, business workforce and quality plans outline the organisation’s commitment to providing quality care, a safe environment and to ensure consumers, representatives, staff and all stakeholders have input into improving the service. The organisation’s governing body and sub-committees meet regularly. They outline the organisation’s strategic direction. Monthly reports are completed by the senior management and forwarded the executive and board. Senior management compile the reports and outcomes are discussed with the quality team, relevant sub-committees and the board. Examples of monthly reports were discussed and provided during the visit. The clinical governance framework addresses anti-microbial stewardship, open disclosure and minimising the use of restraint. Management and staff interviewed advised that information is shared and received via meetings, intranet, electronic mail, newsletter, memoranda and the electronic consumer database.

#### Requirements:

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

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’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

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

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

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