Frederick Guest Hostel

Performance Report

25 Gleddon Road   
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**Commission ID:** 7192

**Provider name:** Amana Living Incorporated

**Assessment Contact - Site date:** 26 July 2021

**Date of Performance Report:** 27 August 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 1 Consumer dignity and choice** |  |
| Requirement 1(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(b) | 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 consumers, representatives, staff and others
* the provider’s response to the Assessment Contact - Site report received 12 August 2021.

# STANDARD 1 Consumer dignity and choice

### Consumer outcome:

1. 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:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

The Assessment Team assessed Requirement (3)(a) in Standard 1 Consumer dignity and choice as part of the Assessment Contact. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

The purpose of the Assessment Contact was to assess the performance of the service in relation to Requirement (3)(a) in Standard 1. The Assessment Team have recommended Requirement (3)(a) met.

I have considered the Assessment Team’s findings, the evidence documented in the Assessment Team’s report and the provider’s response and based on this information, I find Amana Living Incorporated, in relation to Frederick Guest Hostel, Compliant with Requirement (3)(a) in Standard 1 Consumer dignity and choice. I have provided reasons for my finding in the specific Requirement below.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(a) Compliant

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

The Assessment Team found the service was able to demonstrate that each consumer is treated with dignity and respect, with their identity, culture and diversity valued. I have considered the following information provided to the Assessment Team by consumers, representatives and staff through interviews, observations and documentation sampled which demonstrated:

Overall, consumers indicated they felt staff treat them in a respectful manner and their dignity was maintained.

However, one representative raised concerns relating to staffing, particularly the afternoon shift which, on one occasion, had caused distress to the consumer and did not maintain the consumer’s dignity. Call bell response data for a four week period indicated occasions where response times were over 20 minutes. Documentation viewed indicated issues raised by the representative are actioned and management advised care staff hours in the evening have been increased to assist consumers in a more timely manner. The provider’s response included further actions to address the representative’s concerns, including weekly review of call bell response times and a toolbox session relating to responding to and deactivating call bell and sensor alerts.

Care plans included information about consumers’ specific cultural backgrounds and how their unique identities influence their care and service delivery, including specific requests, such as gender specific requests. Care staff provided examples of how they maintain consumers’ dignity and respect their individual cultural and diverse characteristics which were reflective of consumers’ documented preferences.

Staff members are allocated to the same areas of the service each shift ensuring the same staff are delivering care consistently to consumers. Care staff indicated this ensures they get to know consumers well and have an understanding of their individual backgrounds, the way they like to have care and services delivered and their individual preferences. Staff were observed throughout the Assessment Contact to interact with consumers in a respectful manner and respond to requests for assistance in a timely manner.

Based on the information detailed above, I find Amana Living Incorporated, in relation to Frederick Guest Hostel, Compliant with Requirement (3)(a) in Standard 1 Consumer dignity and choice.

# 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)(b) in Standard 3 Personal care and clinical care as part of the Assessment Contact. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

The purpose of the Assessment Contact was to assess the performance of the service in relation to Requirement (3)(b) in Standard 3. The Assessment Team have recommended Requirement (3)(b) met.

I have considered the Assessment Team’s findings, the evidence documented in the Assessment Team’s report and the provider’s response and based on this information, I find Amana Living Incorporated, in relation to Frederick Guest Hostel, Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care. I have provided reasons for my finding in the specific Requirement below.

### Assessment of Standard 3 Requirements

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

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

The Assessment Team found the service demonstrated effective management of high impact or high prevalence risks associated with the care of each consumer. I have considered the following information provided to the Assessment Team by consumers, representatives and staff through interviews and documentation sampled which demonstrated:

Overall, consumers indicated they receive personal care and clinical care that is safe and right for them. Consumers and representatives expressed satisfaction with management of clinical aspects of care, including falls, hearing loss, malnutrition, pressure injuries and psychotropic medications.

A sample of consumer care files demonstrated effective management of high impact or high prevalence risks relating to skin integrity, falls, urinary tract infections, medications and malnutrition. Assessments to identify risks are completed, including in relation to falls and skin, and reviewed regularly and in response to incidents and changes in consumers’ condition and health. In response to identification of risks, additional monitoring processes are implemented, assessments completed, management strategies developed and/or reviewed and referrals to medical officers and/or allied health specialists initiated as required.

However, risks associated with changes in one consumer’s skin were not appropriately identified and managed. A skin risk assessment conducted following a consumer’s return from hospital in October 2020 was not completed accurately and did not identify a risk of developing pressure injuries. The consumer was subsequently found with an unstageable pressure injury 14 days later. In response, the service is implementing a Return from hospital checklist to improve assessment processes. The consumer’s current pressure injuries were noted to have been identified in a timely manner and had been reviewed by specialist services. The consumer indicated they are happy with current wound care. The provider’s response included further actions to address information in the Assessment Team’s report. Actions include circulating the skin assessment and pressure injury prevention management procedure to staff, the Return from hospital checklist has been implemented and the Return from hospital procedure has been recirculated to nurses.

The service has processes to monitor high impact or high prevalence risks. Clinical and care indicator data is collated and analysed for trends and reported at various meeting forums.

Based on the information detailed above, I find Amana Living Incorporated, in relation to Frederick Guest Hostel, Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care.

# 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.