Fullarton

Performance Report

345 Fullarton Road   
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**Commission ID:** 6093

**Provider name:** Southern Cross Care (SA, NT & VIC) Inc.

**Assessment Contact - Site date:** 30 June 2021

**Date of Performance Report:** 2 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |
| 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 consumers/representatives, staff and others
* the provider did not submit a response to the Assessment Contact - Site 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 relation to Standard 3 Personal care and clinical care. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

### The Assessment Team have recommended Requirement (3)(a) in Standard 3 met. I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 3 Requirement (3)(a) and find the service Compliant with Requirement (3)(a). The reasons for the finding are detailed 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 overall, consumers sampled considered that they receive personal care and clinical care that is safe and right for them. Consumers confirmed they are satisfied with the care and services provided and the care and services meet their needs. Consumers expressed satisfaction with management of falls, mobility, pain, specialised nursing requirements and medication.

Care files sampled demonstrated each consumer’s personal care and clinical care needs have been identified and care and services are tailored to meet those needs. Care files reflected individualised care that is safe, effective and tailored to the specific needs and preferences of the consumer. Staff sampled described clinical and personal care needs for sampled consumers in line with documented care plans.

The service has policies and procedures, including in relation to restraint, skin integrity and pain management to guide staff practice. Clinical staff described processes implemented when a consumer experiences pain, including commencement of monitoring charts and review and/or implementation of management strategies. Management strategies are monitored to ensure effectiveness.

Based on the information detailed above, I find Southern Cross Care (SA, NT & VIC) Inc., in relation to Fullarton, Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care.

# 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 Requirements (3)(a) and (3)(c) in relation to Standard 7 Human resources. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

The Assessment Team have recommended Requirements (3)(a) and (3)(c) in Standard 7 met. I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 7 Requirements (3)(a) and (3)(c) and find the service Compliant with Requirements (3)(a) and (3)(c). The reasons for the findings are detailed in the specific Requirements 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 has processes to ensure 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. A roster management system is in place and there are processes to manage staffing shortfalls. Where agency staff are utilised, management attempts to use the same agency and requests staff that are familiar with the service. Call bell data is monitored and investigation processes initiated where issues identified. The Resident feedback log indicated there has been no complaints received in relation to staffing levels.

The Assessment Team found overall, consumers sampled were satisfied with staffing levels. Most consumers stated call bells are answered promptly, they are happy there are regular staff and where staff call in sick, staff are replaced with casual or agency staff that have previously worked at the service. One consumer indicated that staff are kind and caring, there are lots of good carers, they receive the help they need and are happy with the care.

Staff sampled indicated they usually have enough time to complete their work and everyone works as a team to get the work done. One staff member stated management regularly ask if they have sufficient time for their work and this is appreciated.

Based on the information detailed above, I find Southern Cross Care (SA, NT & VIC) Inc., in relation to Fullarton, Compliant with Requirement (3)(a) in Standard 7 Human resources.

### Requirement 7(3)(c) Compliant

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

The Assessment Team found overall, consumers and representatives sampled indicated staff know how to deliver care and services according to consumers’ preferences. Consumers stated staff seem well trained, they know what they are doing and they are courteous and professional.

Recruitment processes are targeted and job descriptions and duty statements include qualifications and desirable attributes for applicants to demonstrate. An annual training calendar is in place and staff are required to complete mandatory training components in line with their roles. There are processes to monitor completion of mandatory training components.

Staff sampled stated they have access to information, including policies and procedures to guide them in their roles and responsibilities and care plans to ensure they provide care and services to consumers in line with their preferences and assessed needs. Staff stated training is provided relevant to their work and care staff stated they are well supported by clinical staff and management.

Based on the information detailed above, I find Southern Cross Care (SA, NT & VIC) Inc., in relation to Fullarton, Compliant with Requirement (3)(c) in Standard 7 Human resources.

# 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.