Gawler Grande Views

Performance Report

3 Duffield Street
GAWLER EAST SA 5118
Phone number: 08 7221 9160

**Commission ID:** 6894

**Provider name:** Martindale ACF Pty Ltd

**Assessment Contact - Site date:** 25 June 2020

**Date of Performance Report:** 20 July 2020

# 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(a) | Compliant |
| **Standard 7 Human resources** | **Compliant** |
| Requirement 7(3)(a) | 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.

# STANDARD 3 COMPLIANTPersonal 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 Quality Standard is assessed as Compliant as one of the seven specific Requirements has been assessed as Compliant. The Assessment Team assessed Requirement (3)(a) in relation to Standard 3. All other Requirements in this Standard were not assessed.

The Assessment Team recommended Requirement (3)(a) in Standard 3 as 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 and find the service is Compliant with Requirement (3)(a).

Overall, most consumers and representatives sampled considered consumers receive personal and clinical care that is safe and right for them. The following examples were provided by consumers and representatives during interviews with the Assessment Team:

* personal and clinical care needs are met, including assistance with personal hygiene and pain management in line with consumers’ preferences.
* staff know the consumer’s needs and provide care accordingly.
* feel safe at the service and staff care for them well.
* since the consumer entered the service, weight has been stable and issues relating to urinary infections have been well managed by staff, the Medical officer and the hospital.

One representative stated they had not always been happy with the personal or clinical care provided to the consumer, including access to Podiatry services and management of an acute clinical episode. The Assessment Team discussed the consumer’s care with management who provided clarification of the issues. Additionally, the Assessment Team viewed the consumer’s file which demonstrated management of the acute episode, including a Medical officer review.

The organisation demonstrated processes that ensure each consumer gets safe and effective personal and clinical care. Documentation viewed demonstrated staff are aware of and follow the service’s policies and procedures, including for restraint and wound management.

Staff interviewed by the Assessment Team described use of evidenced based tools, assessment and planning processes and described when they would refer a concern about a consumer’s health and well-being to the manager. Additionally, staff provided examples of care provided to individual consumers in line with documented care plans.

The organisation has monitoring processes in relation to Standard 3 Requirement (3)(a) to ensure each consumer gets safe and effective personal and clinical care that is best practice, tailored to their needs and optimises their health and well-being.

### 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.*

# STANDARD 7 COMPLIANTHuman 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 Quality Standard is assessed as Compliant as one of the five specific Requirements has been assessed as Compliant. The Assessment Team assessed Requirement (3)(a) in relation to Standard 7. All other Requirements in this Standard were not assessed.

The Assessment Team recommended Requirement (3)(a) in Standard 7 as 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 and find the service is Compliant with Requirement (3)(a).

Overall, consumers and representatives sampled considered consumers get quality care and services when and how they need them and from staff who are knowledgeable, capable and caring. The following examples were provided by consumers and representatives during interviews with the Assessment Team:

* staff are attentive to consumers’ needs, for example, with personal care and assist them promptly when they ring the call bell.
* staff provide consumers with the care they need.
* one representative stated their family member had complained about call bell response times, however, this had improved after feedback was provided to the service.

Staff interviewed by the Assessment Team stated they generally had enough time to attend to consumers’ care needs and services, including responding to call bells promptly. Additionally, staff stated there are processes to ensure shifts are replaced in response to staff shortfalls. Management described how they plan and review the workforce to ensure delivery of care and services to consumers.

The organisation has monitoring processes in relation to Standard 7 Requirement (3)(a) 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.

## 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.*

# 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.