Glendale Aged Care

Performance Report

265 Heaths Road
WERRIBEE VIC 3030
Phone number: 03 8742 8888

**Commission ID:** 3130

**Provider name:** Allity Pty Ltd

**Assessment Contact - Site date:** 25 February 2021

**Date of Performance Report:** 29 March 2021

# 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(c) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(g) | 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 Infection control monitoring checklist.

# STANDARD 2 Ongoing assessment and planning with consumers

### 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:

1. 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.

## Assessment of Standard 2

The Assessment Team did not assess all requirements and therefore an overall rating for this Quality Standard is not provided.

The Assessment Team assessed one of five requirements under Standard 2 and found one specific requirement was met.

The service has a schedule in place for formal care consultations involving the consumer and/or a nominated representative. Assessment and planning of consumer care is undertaken in ongoing partnership with the consumer and others that the consumer wishes to involve or are involved in the consumers care.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(c) Compliant

*The organisation demonstrates that assessment and planning:*

1. *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*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

The service has a schedule in place for formal care consultations involving the consumer and/or their nominated representative. A monthly ‘resident of the day’ process involves updating care plans in consultation with consumers and/or the representative. Consent forms are in place to identify who the consumer wishes to partner them or be involved in their care. Staff confirmed, and documentation showed assessment and care planning updates are undertaken in partnership with consumers and representatives. Consumers partner in assessment and care planning in person or in the case of representatives in person or via electronic communication tools.

Referrals to other health providers are organised with consent of the consumer and/or representative.

Based on the information provided, I find that the approved provider has addressed previously identified deficits in assessment and planning of care. I therefore find this requirement is met.

# 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 one of seven requirements under Standard 3 and found one specific requirement was met.

The Assessment Team did not assess all requirements and therefore an overall rating for this Quality Standard is not provided.

#### The Assessment Team found the service has strengthened infection control practices reducing the risk of transmission of infections, increased infection control education and monitoring of infection control practices. The documentation reviewed by the Assessment Team indicated that infection related risks are identified, tracked and managed.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(g) Compliant

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

The service has strengthened infection control practices to reduce the risk of transmission of infections, increased infection control education and monitoring of infection control practices. Marshals are employed to screen staff and visitors as they enter the service.

Infection data is analysed and reported on at staff and quality meetings with organisation oversight. The service has an antimicrobial stewardship policy.

There is a plan for continuous improvement which is updated regularly.

Based on the information provided, I find that the approved provider has addressed previously identified deficits in infection prevention and control. I therefore find this requirement is met.

# 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.