Glenview Community Care Nursing Home

Performance Report

168 High Street   
RUTHERGLEN VIC 3685  
Phone number: 02 6033 6200

**Commission ID:** 4393

**Provider name:** Indigo North Health Inc

**Assessment Contact - Site date:** 16 March 2021

**Date of Performance Report:** 22 April 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(d) | Compliant |
| Requirement 3(3)(f) | 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.

# 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – reviewing their care planning documents in detail, asking consumers about how they are involved in care planning, and interviewing staff about how they use care planning documents and review them on an ongoing basis.

Overall consumers and representatives considered that they are consulted in the ongoing assessment and planning of consumer care and services.

* Although consumers did not fully understand care planning, they felt staff were good at explaining their care needs to them, particularly when they change.
* Representatives confirmed they are involved and kept informed about the outcomes of assessment and planning of consumers care, and that changes are discussed on a one to one basis or by telephone.

Staff described how care plan reviews occur every three months or when consumers circumstances change. Reviews include consultation with consumers and/or their representatives.

Care planning documentation confirmed communication and consultation occurred in line with the scheduled review process.

An overall rating for this Quality Standard is not given as only one of the five specific requirements have been assessed.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(e) Compliant

*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

### 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – their care plans and assessments were reviewed and staff were asked about how they ensure the delivery of safe and effective care for consumers. The team also examined relevant documents.

Most consumers and representatives considered that consumers receive personal care and clinical care that is safe and right for them.

* Most consumers and representatives said consumers receive the care they need, and they are happy with the care provided
* Consumers and representatives said consumers have access to medical practitioners and relevant health professionals when they need it.

Staff demonstrated an understanding of the individual clinical needs of consumers and described how high impact and high prevalence risks such as falls and responsive behaviours are identified and managed. Care planning information identified individualised risks to inform care strategies for each consumer.

Staff described established referral processes that aligned with information in care planning documents. Documentation reflected most referrals and reviews by a range of health professionals and service providers were timely and appropriate.

Staff explained how they recognise and respond to changes in consumer health. When there is a deterioration or change in a consumers’ condition there is generally a timely response.

While some inconsistencies were observed in care planning documentation for wound care and pain management, overall care planning documentation demonstrated personal and clinical care that was best practice and tailored to the individual needs, goals and preferences of consumers. Care plans indicated wounds are dressed at the required frequency and non-pharmacological strategies are implemented, with medication administered as prescribed.

Management demonstrated they are implementing strategies and working with staff to address inconsistencies, including ensuring all care review documentation is scanned into the electronic system.

The organisation has policies and processes in place to support the service’s provision of safe and effective personal and clinical care in accordance with the consumer’s needs, preferences and goal to optimise their health and well-being.

Staff were observed actively supporting consumers with cognitive and physical impairment.

An overall rating for this Quality Standard is not given as only four of the seven specific requirements have been assessed.

### 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.*

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

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

### Requirement 3(3)(d) Compliant

*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.*

### Requirement 3(3)(f) Compliant

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