Havilah on Palmerston

Performance Report

25 Palmerston St
Maryborough VIC 3465

Phone number: 03 5461 7381

**Commission ID:** 3951

**Provider name:** Havilah Hostel Inc

**Site Audit date:** 10-11 December 2019

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 1 Consumer dignity and choice** | **Compliant** |
| Requirement 1(3)(a) | Compliant |
| Requirement 1(3)(b) | Compliant |
| Requirement 1(3)(c) | Compliant |
| Requirement 1(3)(d) | Compliant |
| Requirement 1(3)(e) | Compliant |
| Requirement 1(3)(f) | Compliant |
| **Standard 2 Ongoing assessment and planning with consumers** | **Compliant** |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(b) | Compliant |
| Requirement 2(3)(c) | Compliant |
| Requirement 2(3)(d) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(c) | Compliant |
| Requirement 3(3)(d) | Compliant |
| Requirement 3(3)(e) | Compliant |
| Requirement 3(3)(f) | Compliant |
| Requirement 3(3)(g) | Compliant |
| **Standard 4 Services and supports for daily living** | **Compliant** |
| Requirement 4(3)(a) | Compliant |
| Requirement 4(3)(b) | Compliant |
| Requirement 4(3)(c) | Compliant |
| Requirement 4(3)(d) | Compliant |
| Requirement 4(3)(e) | Compliant |
| Requirement 4(3)(f) | Compliant |
| Requirement 4(3)(g) | Compliant |
| **Standard 5 Organisation’s service environment** | **Compliant** |
| Requirement 5(3)(a) | Compliant |
| Requirement 5(3)(b) | Compliant |
| Requirement 5(3)(c) | Compliant |
| **Standard 6 Feedback and complaints** | **Compliant** |
| Requirement 6(3)(a) | Compliant |
| Requirement 6(3)(b) | Compliant |
| Requirement 6(3)(c) |  Compliant |
| Requirement 6(3)(d) |  Compliant |
| **Standard 7 Human resources** | **Compliant** |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(3)(b) | Compliant |
| Requirement 7(3)(c) | Compliant |
| Requirement 7(3)(d) | Compliant |
| Requirement 7(3)(e) | Compliant |
| **Standard 8 Organisational governance** | **Compliant** |
| Requirement 8(3)(a) | Compliant |
| Requirement 8(3)(b) | Compliant |
| Requirement 8(3)(c) | Compliant |
| Requirement 8(3)(d) | Compliant |
| Requirement 8(3)(e) | 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 Site Audit; the Site Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others
* the provider’s response to the Site Audit report received 6 January 2020

# STANDARD 1 COMPLIANT 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

Consumers sampled said staff treat them with dignity and respect, are familiar with their routines, respect their backgrounds and are kind. Consumers discussed the support provided by staff to help them settle into the service, help them to make and communicate decisions including who will be involved in their care and help to maintain relationships of choice.

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, asking them about the requirements, reviewing their care planning documentation (for alignment with the feedback from consumers) and testing staff understanding and application of the requirements under this Standard. The Team also examined relevant documentation and drew relevant information from other consumer interviews and the assessment of other Standards.

Care planning documents generally included individualised strategies to assist consumers in respectful and dignified ways. Consumers’ background histories, community involvement and what is important to the consumer is captured in their social profile which is reviewed by activities staff.

The Assessment Team observed staff interactions with consumers to be professional and respectful and observed staff greeting each consumer politely and respecting privacy needs.

A consumer handbook provided on entry to the service includes the Charter of Aged Care Rights. The Charter was also offered to consumers and posted to representatives. The service has a diversity plan which is accessible to staff and staff have received training in the Aged Care Quality Standards.

The Quality Standard is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

## 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.

### Requirement 1(3)(b) Compliant

Care and services are culturally safe.

### Requirement 1(3)(c) Compliant

Each consumer is supported to exercise choice and independence, including to:

1. make decisions about their own care and the way care and services are delivered; and
2. make decisions about when family, friends, carers or others should be involved in their care; and
3. communicate their decisions; and

make connections with others and maintain relationships of choice, including intimate relationships.

### Requirement 1(3)(d) Compliant

Each consumer is supported to take risks to enable them to live the best life they can.

### Requirement 1(3)(e) Compliant

Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.

### Requirement 1(3)(f) Compliant

Each consumer’s privacy is respected and personal information is kept confidential.

# STANDARD 2 COMPLIANT 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

Consumers and representatives said they are informed about their care and services and any risks to health and wellbeing. Consumers described what was important to them in terms of how their care is delivered and said staff discuss care with them, including end of life planning.

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.

For consumer care files sampled, assessments were comprehensive and care plans were generally reflective of consumers’ assessed needs. Assessment and care planning documents reflect that consumers and/or their representatives were involved in the initial assessment and care planning process and ongoing involvement in further assessments and reviews. Other services are involved in the consumers care when changes occur including residential In Reach services.

Assessment of consumer safety risks including allergies, falls risk, hydration and nutrition, risk of choking, medications, pain, pressure injury, hearing loss, and minimising restraint are reviewed and documented in care plans after changes occur or following an incident.

Care plans have been discussed with consumers and representatives and a copy of the care plan is offered during individual discussion regarding the care and services plan. Summary and detailed care plans are accessible to staff delivering care to consumers.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Compliant

Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.

### Requirement 2(3)(b) Compliant

Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.

### 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.

### Requirement 2(3)(d) Compliant

The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.

### 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 COMPLIANT 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 majority of consumers sampled said they receive personal care and clinical care that is safe and right for them. Consumers sampled were generally satisfied with communication with staff and that their information relevant to care was shared with others as appropriate. Needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.

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.

* Documentation of consumers sampled reflect care that is safe, effective, tailored to the specific needs and optimised the health and wellbeing of the consumer.
* Care plans, progress notes, charting and other documents for consumers sampled generally demonstrate effective management of high impact or high prevalence risks associated with the care of each consumer.
* Best practice care information is available to staff through education programs, posters, newsletters and discussion at staff meetings and handovers.
* Audit reports, incident analysis, feedback and surveys are used to determine the effectiveness of care and service delivery. Care is amended in relation to best practice, changes in legislation and regulations.

The Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

### 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)(c) Compliant

The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.

### 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)(e) Compliant

Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.

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

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

### 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.

# STANDARD 4 COMPLIANT Services and support for daily living

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

Consumers sampled said they have a say in their daily activities and felt supported to do the things they want to do. Consumers said they can freely participate in their community within and outside of the services environment, maintain social and personal relationships and do things of interest to them.

Consumers sampled, provided positive feedback about the variety and quality of meals available to them. Consumers said if they do not like a meal there are other meal options available.

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 – observations were made, consumers were asked about the things they like to do and how these things are enabled or supported by the service and staff were asked about their understanding and application of the requirements. The team also examined relevant documents.

* For the consumers sampled, care plans included generalised information about the consumer including their background histories, interests, past and present and relationships important to them*.*
* The activities program caters for consumers with varying levels of function and cognitive abilities. Activities at the service are flexible and individualised to cater for the needs of consumers.
* The activities calendar was available in consumers’ rooms and areas around the service. A regular newsletter which celebrates events held at the service and coming events is provided to consumers and families.
* Meals are prepared onsite, menus are changed four times a year and there is dietitian input into the nutritional balance of meals. Staff said they can cater for individual dietary needs including one off requests and cultural preferences.
* Consumers of independent living units on the same site are encouraged to socialise with consumers at the service with some attending dining room meals daily.

The Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(a) Compliant

Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.

### Requirement 4(3)(b) Compliant

Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.

### Requirement 4(3)(c) Compliant

Services and supports for daily living assist each consumer to:

1. participate in their community within and outside the organisation’s service environment; and
2. have social and personal relationships; and
3. do the things of interest to them.

### Requirement 4(3)(d) Compliant

Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

### Requirement 4(3)(e) Compliant

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

### Requirement 4(3)(f) Compliant

Where meals are provided, they are varied and of suitable quality and quantity.

### Requirement 4(3)(g) Compliant

Where equipment is provided, it is safe, suitable, clean and well maintained.

# STANDARD 5 COMPLIANT Organisation’s services environment

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

Consumers and a representative sampled said they feel welcome at the service and find the living environment comfortable. One consumer said, “I can make it my own home…well it is my home and that’s how I feel.” Others commented on the light filled areas around the service.

Consumers interviewed said they feel safe at the service and were satisfied with cleaning and laundry services. Consumers expressed satisfaction with access to outside areas including access to the local community.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team observed the service environment, spoke with consumers about their experience of the service environment and interviewed care staff about the suitability and safety of equipment. The team also examined relevant documents.

* The service’s environment was observed to be safe, clean and well-maintained. Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.
* Consumers’ rooms are spacious and can accommodate beds for couples if required and include an ensuite, a separate lounge area, kitchenette and a second toilet for visitors. Consumers’ rooms included personal items, decorations of their choosing and furniture. Rooms can be locked by consumers.
* There is free access to outdoor areas including a sheltered courtyard with vegetables, herbs and birds in aviaries. The service is located near the main street of Maryborough and consumers were observed being taken on outings by representatives.

The Quality Standard is assessed as Compliant as three of the three specific requirements have been assessed as Compliant.

## Assessment of Standard 5 Requirements

### Requirement 5(3)(a) Compliant

The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.

### Requirement 5(3)(b) Compliant

The service environment:

1. is safe, clean, well maintained and comfortable; and
2. enables consumers to move freely, both indoors and outdoors.

### Requirement 5(3)(c) Compliant

Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

# STANDARD 6 COMPLIANT Feedback and complaints

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

Consumers sampled said they feel comfortable raising concerns and were aware of how to do this.Consumers were generally satisfied with actions in response to complaints. Consumers were satisfied they could provide feedback in other forums such as ‘resident’ meetings and their suggestions and feedback are acted upon.

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 – asking them about how they raise complaints and the organisation’s response. The team also examined the complaints register, complaints trend analysis and tested staff understanding and application of the requirements under this Standard.

* Nursing staff described the process of lodging complaints. Nursing staff interviewed said they would assist consumers to complete complaint forms if they are unable to complete them by themselves.
* The service conducts a monthly survey with questions regarding satisfaction with meals, cleanliness, care provision and activities. Survey results are posted in the monthly newsletter and circulated to all consumers and is available in communal areas.
* The service displays complaints and feedback forms which are located in the foyer, including advocacy and language services. A secure lodgement box is in-place. This information is also included in monthly newsletter.
* Informal feedback systems are used to obtain feedback from consumers such as the manager’s open-door policy. The service receives few complaints, and these are managed according to the service’s complaint policy and documented in the complaint register. The majority of feedback is verbal and not captured in the complaints reporting system. Management said that they will review their complaint and feedback processes to enable all feedback to be captured and used for continuous improvement.

The Quality Standard is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

### Requirement 6(3)(a) Compliant

Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

### Requirement 6(3)(b) Compliant

Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

### Requirement 6(3)(c) Compliant

Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

The Approved Provider response demonstrated that while verbal feedback is not recorded in a register, the service takes appropriate and timely action in response to feedback and complaints. Feedback communicated to the assessment team, that had not previously been provided to the Approved Provider has been followed up. The service receives a small number of complaints and the complaint register documents actions taken and communication to the complainant.

### Requirement 6(3)(d) Compliant

Feedback and complaints are reviewed and used to improve the quality of care and services.

The Approved Provider said that it would review its system for documenting verbal feedback, to ensure that outcomes and actions were captured for all feedback and complaints. The service undertakes regular surveys of consumers and the results are used to inform continuous improvements.

# STANDARD 7 COMPLIANT 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

Consumers sampled expressed positive feedback about staffing levels and they were satisfied with the availability of staff and staff response following use of call bells. The majority of consumers said staff were kind and caring, giving examples of feeling comfortable in the way staff treat them.

To understand the consumer’s experience and how the organisation understands and applies the individual requirements within this Standard, the Assessment Team spoke with consumers about their experience of the staff, interviewed staff, and reviewed a range of records including staff rosters, training records and performance reviews.

* Staff were observed to have a kind and have a caring approach during interactions with consumers.
* Staff performance is monitored through observation of practice and through performance review.
* Staff qualifications, nursing registrations, police checks and visas are checked and monitored. Staff education records evidenced all staff members have completed mandatory training including manual handling, fire safety and elder abuse.
* Management said they rarely use agency staff and have adequate casual staff to replace unplanned leave. Staffing levels are determined and reviewed according to consumer needs. For example increased needs of a consumer receiving palliative care can be accommodated by an additional staff member rostered.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## 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.

### Requirement 7(3)(b) Compliant

Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.

### 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.

### Requirement 7(3)(d) Compliant

The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.

### Requirement 7(3)(e) Compliant

Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.

# STANDARD 8 COMPLIANT Organisational governance

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

Consumers sampled expressed satisfaction about the service. Consumers are encouraged to voice feedback of the service and of changes implemented, through meetings, monthly surveys, verbal feedback and complaints and feedback forms.

To understand how the organisation understands and applies the requirements within this Standard, the Assessment Team spoke with management and staff and reviewed relevant systems and processes relating to the organisational governance underpinning the delivery of care and services (as assessed through other Standards).

* Opportunities for continuous improvement are collated from incident reports and clinical governance data. Information is analysed and monitored for trends and results in quality improvements to the service.
* Policies and procedures are available in electronic files for all staff to access. Policies and procedures are updated to align with legislative and regulatory changes and professional guidelines.
* Information from the Board is communicated to management and is presented at meetings including their quality assurance meetings, nursing meetings and other staff meetings.
* An annual report is published and available to consumers and representatives on request.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(a) Compliant

Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

### Requirement 8(3)(b) Compliant

The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

### Requirement 8(3)(c) Compliant

Effective organisation wide governance systems relating to the following:

1. information management;
2. continuous improvement;
3. financial governance;
4. workforce governance, including the assignment of clear responsibilities and accountabilities;
5. regulatory compliance;
6. feedback and complaints.

### Requirement 8(3)(d) Compliant

Effective risk management systems and practices, including but not limited to the following:

1. managing high impact or high prevalence risks associated with the care of consumers;
2. identifying and responding to abuse and neglect of consumers;
3. supporting consumers to live the best life they can.

### Requirement 8(3)(e) Compliant

Where clinical care is provided—a clinical governance framework, including but not limited to the following:

1. antimicrobial stewardship;
2. minimising the use of restraint;
3. open disclosure.

# 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.