Helping Hand Aged Care - Parafield Gardens

Performance Report

437 Salisbury Highway
PARAFIELD GARDENS SA 5107
Phone number: 08 7285 3800

**Commission ID:** 6970

**Provider name:** Helping Hand Aged Care Inc

**Assessment Contact - Site date:** 23 August 2021

**Date of Performance Report:** 27 September 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 7 Human resources** |  |
| 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 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 Performance Report dated 5 February 2021 for the Site Audit conducted 3 November 2020 to 5 November 2020.

# 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 Requirement (3)(a) in Standard 7 Human resources as part of the Assessment Contact. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

The purpose of the Assessment Contact was to assess the performance of the service in relation to Requirement (3)(a) in Standard 7. This Requirement was found Non-compliant following a Site Audit conducted 3 November 2020 to 5 November 2020. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified at the Site Audit and have recommended Requirement (3)(a) met.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Helping Hand Aged Care Inc, in relation to Helping Hand Aged Care – Parafield Gardens, Compliant with Requirement (3)(a) in Standard 7 Human resources. I have provided reasons for my finding in the specific Requirement 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 service was found Non-compliant with Requirement (3)(a) following a Site Audit conducted 3 November 2020 to 5 November 2020 where it was found the service did not demonstrate it had sufficient numbers of staff to ensure the delivery of safe and effective care in line with consumers’ needs. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Increased analysis and review of monthly call bell data, including review based on shift and areas of the service.
* Call bell response discussion added as a standing agenda item at meeting forums, including resident meetings.
* Call bell timing is discussed at interdisciplinary meeting forums daily.
* Increased reporting of call bell data at meeting forums.
* Monthly consumer surveying to gauge satisfaction relating to call bell timing, with appropriate follow up where there is concern.
* Fortnightly monitoring of uncovered clinical and care shifts.
* Reviewed staffing, resulting in recruitment of additional care and clinical staff.

Information provided to the Assessment Team by consumers, representatives and staff through interviews and documentation sampled demonstrated:

Most consumers and representatives expressed satisfaction with the sufficiency and availability of staff and timeliness of call bell response. Most consumers felt staff were kind and caring and there were enough staff to meet their needs. Three consumers indicated they did not like being assisted with their personal care needs by unfamiliar contracted staff and two felt meals were not delivered in a timely manner indicating there was insufficient staff.

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. There are processes to ensure adequate numbers and mix of staff are maintained to provide care and services to consumers. Staffing levels are reviewed and adjusted in response to occupancy rates and consumer acuity and there are processes to manage staffing shortfalls.

Most staff felt staffing numbers and mix supported delivery of safe and quality care aligned with consumer preferences. However, staff felt additional numbers of staff would support higher quality care indicating that it can be difficult at times to meet call bell expectations and assist consumers with care needs after lunch.

Monitoring processes assist the service to identify trends relating to staffing. Call bell response times are regularly analysed, reported and trends identified and consumer feedback relating to staffing matters is encouraged through meeting forums and surveys. Complaint documentation sampled indicated three complaints related to staffing have been received in the last six months. Each had been investigated, including discussions with the complainant.

For the reasons detailed above, I find Helping Hand Aged Care Inc, in relation to Helping Hand Aged Care – Parafield Gardens, Compliant with Requirement (3)(a) 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.