Helping Hand Aged Care - Rotary House

Performance Report

49 Buxton Street
NORTH ADELAIDE SA 5006
Phone number: 08 8267 0878

**Commission ID:** 6051

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

**Assessment Contact - Site date:** 18 November 2021 to 19 November 2021

**Date of Performance Report:** 24 December 2021

# Performance report prepared by

Michelle Glenn, delegate of the Aged Care Quality and Safety Commissioner.

# 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |

# Detailed assessment

This performance report details the Commissioner’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 management
* the provider’s response to the Assessment Contact - Site report received 6 December 2021
* the Performance Report dated 13 August 2021 for the Assessment Contact – Site conducted 28 June 2021.

# 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 Requirement (3)(a) in Standard 3 Personal care and clinical care 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 this Standard. This Requirement was found Non-compliant following an Assessment Contact conducted 28 June 2021 where deficits relating to assessment, monitoring and documenting of wounds, pain and other care were identified. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified at the Assessment Contact 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 – Rotary House, Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care. I have provided reasons for my finding in the specific Requirement below.

### 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.*

The service was found Non-compliant with Requirement (3)(a) following an Assessment Contact conducted 28 June 2021 where deficits relating to assessment, monitoring and documenting of wounds, pain and other care were identified. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Changed the wound service provider. Clinical staff will be provided ongoing education resources and tools to ensure a consistent approach to wound dressing application that promotes skin integrity.
* Developed a new Wound and skin care management procedure. The procedure includes assessment processes for skin integrity, wound charting, wound photographs, wound review.
* Implemented a working committee and reviewed the wound assessment process at an organisational level.
* Wound assessment has an integrated wound management chart requiring all fields to be completed when a wound dressing is undertaken. All fields in the wound management chart are now mandatory.
* Training provided to clinical staff relating to the electronic care system and documentation requirements for pain, behaviour and wounds.
* Consumers with pressure injuries or at high risk of skin breakdown are discussed at weekly High-risk residents review meetings.

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* Overall, consumers and representatives sampled considered that consumers receive personal and clinical care that is safe and individualised to their needs. Consumers expressed satisfaction with management of skin integrity, wounds and prompt referral to specialists as required. Additionally, consumers and representatives felt staff were skilled at identifying pain and competent in delivering care.
* Care files sampled for three consumers demonstrated consumers’ needs and preferences for care had been identified through assessment processes and strategies implemented were in line with best practice care, tailored to the needs of consumers and optimised their health and well-being. Specifically, in relation to wound management.
* Care files sampled demonstrated appropriate management of specific areas of clinical care, including skin integrity, wounds and pain.
* Wounds were noted to have been attended in line with care plan directives, wound documentation demonstrated strategies had been implemented, charted and evaluated.
* Following a change in mobility for one consumer, review by the Physiotherapist and Occupational therapist occurred and additional strategies to maintain skin integrity were implemented.
* Care files sampled for two consumers included newly developed Behaviour support plans. The plans included triggers, effective and ineffective strategies to manage challenging behaviours, details of restrictive practices and documented consent from the Medical officer.
* Staff sampled were knowledgeable of individual consumers and their clinical needs and could discuss the service’s assessment processes to determine and develop care plans which are right for consumers.
* The organisation has policies and procedures, including in relation to wounds, skin care, restrictive practices and pain management, to guide staff in delivery of consumers’ care and services.

For the reasons detailed above, I find Helping Hand Aged Care Inc., in relation to Helping Hand Aged Care – Rotary House, Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care.

# 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.