Heritage Botany

Performance Report

31-33 Edgehill Avenue
BOTANY NSW 2019
Phone number: 02 9316 9544

**Commission ID:** 0519

**Provider name:** Heritage Care Pty Ltd

**Assessment Contact - Site date:** 16 July 2020

**Date of Performance Report:** 11 September 2020

# 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 3 Personal care and clinical care** |  |
| Requirement 3(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 report was informed by an Assessment Contact, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

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.

Overall sampled consumers and representatives considered that they receive personal care and clinical care that is safe and right for them. Consumers and representatives interviewed confirmed they get the care they need including, for example, wound care resulting in healing of a long-term pressure injury, appropriate and timely pain management, second hourly checks and continence aid change if required.

Consumers and representatives advised they have access to allied health providers including physiotherapists.

Overall sampled staff demonstrated a good understanding of monitoring, evaluation and escalation processes to ensure appropriate care and services to consumers.

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

### STANDARD 3

### Personal care and clinical care

### 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 Assessment Team found each consumer receives safe and effective personal and clinical care that is tailored to their needs and optimises their health and well-being. The Assessment Team found that staff were aware of changes in consumer’s condition and took appropriate action. The Assessment Team also found that consumer’s skin integrity and wound management is being appropriately monitored and managed, with evidence of pressure injuries and wounds healing. Consumers reported being provided with timely pain management and there was evidence of monitoring of effectiveness, recording and charting.

I have reviewed these findings and consider that the organisation is compliant with this requirement.

# 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.