Heritage Kingswood

Performance Report

29 George Road
KINGSWOOD NSW 2747
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**Commission ID:** 2480

**Provider name:** Heritage Care Pty Ltd

**Assessment Contact - Desk date:** 5 November 2021 to 8 November 2021

**Date of Performance Report:** 1 December 2021

# Performance report prepared by

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# 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(b) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(c) | Compliant |
| Requirement 3(3)(e) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(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 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 - Desk; the Assessment Contact - Desk report was informed by 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 interviewed by the Assessment Team confirmed that they feel like partners in the ongoing assessment and planning of their care and services. Consumers and representatives interviewed confirmed they were informed of outcomes of assessment and planning, and representatives are invited to meet with the registered nurse, and other members of the multidisciplinary team as appropriate, following the development of the consumer’s care plan. Consumers reported they can discuss their specific care needs or preferences with staff at any time.

The service has processes in place to ensure there is comprehensive assessment and planning for consumers. The service involves the consumer and as appropriate the representative, in the assessing and planning of the care and services to be provided to the consumer. Staff are encouraged to involve consumers in making decisions about care and services aiming to improve the consumer’s health and well-being. The assessment and care planning processes include information gathered from a variety of sources such as external services, the multidisciplinary team, and other parties that are involved in caring for the consumer.

One of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 2 Requirements

### 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.*

The Assessment Team found the service has systems and processes to support consumer-centred assessment of needs, goals and preferences with the information clearly documented in the care plan. Consumers and representatives interviewed by the Assessment Team said they are generally involved by the service in consumer care planning, including identifying the consumer’s needs, goals and preferences. Staff interviewed demonstrated an understanding of what is important to each consumer to ensure care and services are delivered in accordance with each consumer’s personal preferences. The service demonstrated that consumers generally have shared their goals and preferences in relation to advanced care planning and end of life wishes.

The service demonstrated assessment and planning identifies and addresses the consumer’s needs, goals, and preferences, including advance care planning and end of life planning.

I find this requirement is Compliant.

# 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 Assessment Team also examined relevant documents.

Overall, consumers and representatives interviewed by the Assessment Team confirmed consumers are provided timely personal and clinical care that is safe and provided in the manner they have requested. Consumers and representatives confirmed they have access to appropriate clinical and other specialists to manage their complex health needs including when there has been an incident affecting their care.

The organisation has policies and procedures that support the workforce to deliver care that meets the consumer’s needs, goals and preferences including having registered nurses on site 24/7. The Assessment Team found that progress notes capture daily changes in consumer health and appropriate follow up is completed by the clinical team. Care plans are updated following an incident or decline in health.

Clinical and care staff interviewed described individual consumer’s needs and preferences, and how they are informed of changes to each consumer’s care. Staff also identified high impact and high prevalence risks for individual consumers and strategies in place to minimise these risks, including for consumers nearing the end of their life. Staff described the attention given to the needs and preferences of consumers nearing the end of life to ensure their comfort and dignity is maintained.

Two of the seven specific requirements have been assessed as Compliant.

### Assessment of Standard 3 Requirements

### 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.*

The service demonstrated the needs, goals and preferences of consumers nearing the end of their life are identified and addressed, including maintaining the consumer’s dignity and comfort. Staff demonstrated an understanding of the need to support a consumer physically, psychosocially, and spiritually at the end of their life. The review of end of life care for sampled consumers, and consumers who recently passed away at the service, demonstrated their needs and preferences are reflected in care planning documents and were provided.

The service demonstrated the needs, goals and preferences of consumers nearing the end of their life are recognised and addressed, and their comfort and dignity maintained.

I find this requirement is Compliant.

### 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.*

The service demonstrated effective communication systems to provide and coordinate care that respects the consumer’s choices, and ensures safe, effective, and consistent care is provided to consumers reducing the risk of harm and in line with their needs, goals, and preferences. Staff said they are provided with information regarding consumer’s conditions at handover, and directly from nursing staff. Staff said they are always made aware of any consumer’s appointments and medical visits, for which they may need assistance to be organised.

The service demonstrated 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.

I find this requirement is Compliant.

# 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

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.

Overall, consumers interviewed by the Assessment Team considered they get quality care and services when they need them and from people who are knowledgeable and capable. Consumers and representatives interviewed said staff know what they are doing, and staff have the required skills to provide appropriate care and services to the consumers. Consumers and representatives said the staffing levels meet the needs of the consumers. Consumers and representatives stated staff are kind and caring.

The service manages staffing to provide safe and quality care and services for consumers. If a shift cannot be filled, other rostered staff adjust their daily plans to ensure consumer’s needs are met and the service informs the consumers of the staffing change.

One 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.*

The service demonstrated 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 has experienced registered nursing staff on site 24 hours a day, seven days a week. Lifestyle staff are rostered Monday to Friday and leave suggestions and activities for weekend staff to provide to the consumers. Many staff at the service have experience in several roles and are able to backfill and support other staff if staff are unable to attend for a rostered shift. Consumers and representatives interviewed said there are enough staff to meet their needs.

The service demonstrated the workforce is planned and enables the delivery and management of safe and quality care and services.

I find this requirement is Compliant.

# 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.