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 - Site date:** 7 August 2020

**Date of Performance Report:** 1 October 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

|  |  |
| --- | --- |
| Requirement 3(3)(b) | Compliant |
| Requirement 5(3)(b) | Non-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 Assessment Contact - Site; the Assessment Contact - Site report was informed by a site assessment, observations at the service, review of documents and interviews with staff.
* the provider’s response to the Assessment Contact - Site report dated received 4 September 2020.

# 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 reviewed consumers care plans and assessments, and staff were asked about how they ensure the delivery of safe and effective care for consumers. The team also examined other relevant documents.

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

### Assessment of Standard 3 Requirements

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

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

The Assessment Team found that high impact and high prevalence risks associated with the care of consumers are not adequately managed to minimise risk to them and does not always enhance consumer’s health and wellbeing. While reassessments and reviews are undertaken as part of the management of the consumer’s falls and other high impact risks, the outcomes do not adequately reflect the risks for the individual consumer. The Assessment Team found that the needs of a consumer identified with swallowing difficulty was promptly or appropriately assessed to manage this risk and that changes in consumers condition or function were not always addressed in a timely manner.

In its response the approved provider acknowledged that there were some documentary deficiencies, however it submitted information which indicated that appropriate care had generally been provided to the consumers identified.

I consider that the approved provider is compliant with this requirement.

# STANDARD 5 NON-COMPLIANT Organisation’s service 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

The Assessment Team observed staff practices that were not maintaining effective infection control, and cleaning practices related to common areas, bathrooms and internal renovations areas which were not best practice and a potential risk to consumers and staff. Feedback from some consumers based on complaints lodged indicated that laundry services did not provide appropriate services to consumers.

One (1) requirement was assessed and I have found it to be non-compliant. A decision of non-compliant in one or more requirements results in a decision of Non-Compliant for the Quality Standard.

## Assessment of Standard 5 Requirements

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

*The service environment:*

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

The Assessment Team provided information based on observations and review of consumer’s complaints, which indicated that areas of the service were not clean and safe for consumers and staff.

Staff were observed not following the service’s policy and practices regarding infection control and hand hygiene in several areas of the service. Whilst the service has some contingency plans in place in the event of an outbreak, it was not clear how the service would effectively isolate consumers within the current environment.

The Approved Provider provided a response which clarified some aspects of the report and identified improvements and continued actions to address the identified issues. I note the improvement activities related to this requirement included the return to in-house laundry services, renovations of the service’s laundry area, installation of additional sanitising dispensers and continued monitoring and training of staff’s infection control and prevention practices.

While I acknowledge this information I consider that at the time of the assessment contact the approved provider was non-compliant with this requirement.

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

### Standard 5

### Requirement 5(3)(b)

*The service environment:*

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

* Ensure that the service environment is safe, clean, well maintained and comfortable and that staff practice’s support this.