Heritage Pennant Hills

Performance Report

2A The Crescent
PENNANT HILLS NSW 2120
Phone number: 02 9875 4811

**Commission ID:** 2759

**Provider name:** Heritage Care Pty Ltd

**Assessment Contact - Site date:** 6 August 2020

**Date of Performance Report:** 30 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

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| --- | --- |
| **Standard 3 Personal care and clinical care** | **Non-compliant** |
| Requirement 3(3)(g) | Non-compliant |
| **Standard 5 Organisation’s service environment** | **Non-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, and others.
* The provider’s response to the Assessment Contact - Site report received 1 September 2020.

# STANDARD 3 NON-COMPLIANTPersonal 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 Quality Standard is assessed as non-compliant as one of the seven specific requirements have been assessed as non-compliant.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(g) Non-compliant

*Minimisation of infection related risks through implementing:*

1. *standard and transmission-based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

The Assessment Team found issues with infection control and the service’s preparedness to manage COVID-19. Management present on the day indicated they would act on the issues raised. I acknowledge the approved provider’s response to the report, but I am not satisfied this has sufficiently addressed the issues raised by the Assessment Team in their report.

It is my view the service needs to demonstrate its infection control practices are effective and that the service is sufficiently prepared should it be required to manage a COVID-19 outbreak. This includes a site-specific plan. For example, the approved provider in their response, identified Heritage Pennant Hills is a culturally specific Chinese service. This is not reflected in the COVID-19 outbreak management or risk assessment plans or other documentation provided in their submission. Based on the information provided I find this requirement is not compliant.

# STANDARD 5 NON-COMPLIANTOrganisation’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 Quality Standard is assessed as non-compliant as one of the three specific requirements has been assessed as non-compliant.

## 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 observed the service was mostly clean and well maintained. However, staff were unable to demonstrate they were aware of maintenance concerns in the service or that there is effective communication to escalate identified maintenance concerns. This includes that the maintenance auditing system used by the service had not picked up in a timely way the issues identified by the Assessment Team. Likewise, I have considered the Assessment Team’s findings about the potential risk in infection control in the management of consumer personal items, such as toiletry items and the safe management of waste materials, such as monitoring the use of wash stations to ensure they are used effectively and kept free of free of waste materials.

I acknowledge the response by the approved provider. However, I am not satisfied this has addressed the findings of the Assessment Team. The service requires further time to demonstrate its maintenance system is effective in identifying and completing maintenance tasks in a timely way. I find this requirement is not compliant.

# 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 3**

**Requirement (3)(g)**

*Minimisation of infection related risks through implementing:*

1. *standard and transmission-based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

The Service must demonstrate that:

* it ensures infection control practices are maintained including ensuring COVID-19 preparedness in a site-specific way.

## 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.*

The Service must demonstrate that:

* it ensures the maintenance processes and practices are effective, applied and sustained, including effective infection control management of waste materials.