Holly Residential Care Centre

Performance Report

16-24 Penneys Hill Road
HACKHAM SA 5163
Phone number: 08 8392 6700

**Commission ID:** 6042

**Provider name:** Allity Pty Ltd

**Assessment Contact - Site date:** 9 September 2021

**Date of Performance Report:** 7 October 2021

# 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)(d) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(3)(c) | 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; 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 others
* the provider did not respond to the Assessment Contact - Site report.

# 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)(d) in Standard 3 Personal care and clinical care as part of the Assessment Contact and have recommended Requirement (3)(d) met. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

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 Allity Pty Ltd, in relation to Holly Residential Care Centre, Compliant with Requirement (3)(d) 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)(d) Compliant

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

The service has processes to ensure deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner. Consumers sampled were satisfied appropriate and prompt action is taken in response to deterioration in health and recalled assessments, observations and medical reviews occurring in response to their changing needs.

Care files sampled demonstrated a range of monitoring tools and assessments are completed on entry and on an ongoing basis, and are used to identify and evaluate changes to consumers’ health, condition and abilities. Care files demonstrated appropriate management relating to changes in consumers’ condition, including following falls. Such actions included additional monitoring, reassessment, referral and review by Medical officers and/or allied health staff and/or transfer to hospital.

Care staff described actions initiated in response to a change in consumers’ health or well-being and indicated they are informed of changes to consumers’ care needs through handover processes, electronic messaging and meeting forums. Clinical staff described monitoring processes to support recognition and response to consumer deterioration, including an organisation wide initiative involving increased monitoring, assessment and referral to specialist services of consumers who experience three or more incidents in a one month period.

For the reasons detailed above, I find Allity Pty Ltd, in relation to Holly Residential Care Centre, Compliant with Requirement (3)(d) in Standard 3 Personal care and clinical care.

# 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

The Assessment Team assessed Requirements (3)(a) and (3)(c) in Standard 7 Human resources as part of the Assessment Contact and have recommended Requirements (3)(a) and (3)(c) met. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

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 Allity Pty Ltd, in relation to Holly Residential Care Centre, Compliant with Requirements (3)(a) and (3)(c) in Standard 7 Human resources. I have provided reasons for my finding in the specific Requirements below.

## 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 has processes to ensure 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. Most consumers sampled considered that there are adequate numbers of staff to meet their needs and assist them promptly, including in relation to call bell activations. However, two consumers were not satisfied with the sufficiency of staff with one indicating they can wait extended periods of time for staff assistance with continence care and specialised nursing care needs.

The service’s roster is informed by consumer acuity and changes in care needs. Staffing requirements are monitored through daily observations, consumer and staff feedback and incidents. There are processes to manage staffing shortfalls. Call bell data is monitored daily and where extended call bell response times are identified, these are followed up with consumers and staff.

Staff sampled provided mixed feedback in relation to staffing levels with care staff indicating that while there are generally enough staff, they are busy. However, both clinical and care staff stated they prioritise consumers’ care needs and consumers’ care and services are not impacted.

For the reasons detailed above, I find Allity Pty Ltd, in relation to Holly Residential Care Centre, Compliant with Requirement (3)(a) in Standard 7 Human resources.

### Requirement 7(3)(c) Compliant

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

The service has processes to ensure the workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. Overall, sampled consumers considered that they get quality care and services when they need them and from people who are knowledgeable and capable. Consumers generally felt staff knew what they are doing and were competent in undertaking their roles.

Management described how they ensure the workforce is competent and have the required qualifications and knowledge to perform their duties. Initial onboarding processes are in place, including mandatory training and a buddy shift process. Staff are provided training on an ongoing basis with a training schedule in place based on core competencies staff require to effectively perform their roles.

Staff sampled felt confident to undertake their duties and indicated they are provided regular training. There are processes to monitor staff competency, including through peer feedback, observations, reporting data and incidents.

For the reasons detailed above, I find Allity Pty Ltd, in relation to Holly Residential Care Centre, Compliant with Requirement (3)(c) in Standard 7 Human resources.

# 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.