IRT Berala on the Park

Performance Report

13-19 St Johns Avenue
AUBURN NSW 2144
Phone number: 02 8760 9400

**Commission ID:** 2575

**Provider name:** Illawarra Retirement Trust

**Assessment Contact - Site date:** 3 September 2020

**Date of Performance Report:** 16 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(g) | 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, consumers/representatives and others.
* the provider’s response to the Assessment Contact - Site report received 7 October 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

The Assessment Team did not assess all Requirements, as such no overall rating for the Standard is provided.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(g) 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 provided information that whilst the staff working at the home were generally able to demonstrate an appropriate understanding of infection control principles and practices at the services, including the appropriate management of antibiotics, they observed staff practices that were a departure from expected practices and there were deficits in the outbreak management plan. The Assessment Team recommended this requirement was not met.

The Approved Provider provided a response that included clarifying information to the Assessments teams report as well as a copy of the outbreak management plan and associated attachments, wellness screening questions, the outbreak management local contact list, site maps, covid-19 high risk consumers list, information for employees, progress notes, clinical records and care plan extracts. The Approved Provider did not agree with the Assessments Teams rating on not met.

I have considered the Assessment Teams report and the Approved provider response and I find that the Approved Provider does have processes to Minimisation of infection related risks. I acknowledge and accept the response from the Approved Provider in relation to named consumers and their care, I also acknowledge the additional training and monitoring in response to the Assessment Contact, as well the explanations for the observed staff practices. I accept the Approved Providers explanation to potential deficits in the outbreak management plan, and that the Approved Provider was able to demonstrate that the information noted in the Assessment Teams report is available.

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.