IRT Woodlands

Performance Report

22 Lacebark Street   
Meridan Plains QLD 4551  
Phone number: 07 5390 1610

**Commission ID:** 5408

**Provider name:** Illawarra Retirement Trust

**Site Audit date:** 28 January 2020 to 30 January 2020

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 1 Consumer dignity and choice** | **Compliant** |
| Requirement 1(3)(a) | Compliant |
| Requirement 1(3)(b) | Compliant |
| Requirement 1(3)(c) | Compliant |
| Requirement 1(3)(d) | Compliant |
| Requirement 1(3)(e) | Compliant |
| Requirement 1(3)(f) | Compliant |
| **Standard 2 Ongoing assessment and planning with consumers** | **Compliant** |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(b) | Compliant |
| Requirement 2(3)(c) | Compliant |
| Requirement 2(3)(d) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(c) | Compliant |
| Requirement 3(3)(d) | Compliant |
| Requirement 3(3)(e) | Compliant |
| Requirement 3(3)(f) | Compliant |
| Requirement 3(3)(g) | Compliant |
| **Standard 4 Services and supports for daily living** | **Compliant** |
| Requirement 4(3)(a) | Compliant |
| Requirement 4(3)(b) | Compliant |
| Requirement 4(3)(c) | Compliant |
| Requirement 4(3)(d) | Compliant |
| Requirement 4(3)(e) | Compliant |
| Requirement 4(3)(f) | Compliant |
| Requirement 4(3)(g) | Compliant |
| **Standard 5 Organisation’s service environment** | **Compliant** |
| Requirement 5(3)(a) | Compliant |
| Requirement 5(3)(b) | Compliant |
| Requirement 5(3)(c) | Compliant |
| **Standard 6 Feedback and complaints** | **Compliant** |
| Requirement 6(3)(a) | Compliant |
| Requirement 6(3)(b) | Compliant |
| Requirement 6(3)(c) | Compliant |
| Requirement 6(3)(d) | Compliant |
| **Standard 7 Human resources** | **Compliant** |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(3)(b) | Compliant |
| Requirement 7(3)(c) | Compliant |
| Requirement 7(3)(d) | Compliant |
| Requirement 7(3)(e) | Compliant |
| **Standard 8 Organisational governance** | **Compliant** |
| Requirement 8(3)(a) | Compliant |
| Requirement 8(3)(b) | Compliant |
| Requirement 8(3)(c) | Compliant |
| Requirement 8(3)(d) | Compliant |
| Requirement 8(3)(e) | 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 Site Audit; the Site Audit 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 Site Audit report received 27 February 2020

# STANDARD 1 COMPLIANT Consumer dignity and choice

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

Overall consumers and/or their representatives (consumers) confirmed they are treated with dignity and respect and can maintain their identity, make informed choices about their care and services and live the life they choose. For example, consumers reported:

* Staff make them feel respected and value their individual identity, and provided examples of how care and services are provided in a way that is culturally safe for them.
* Staff know what is important to them and support them to maintain links with family and friendships of significance.
* They receive information and support to be independent, to exercise choice and make decisions. Where a consumer’s choice involves risk, such as swimming and going on outings, consumers said staff respected their wishes in a way that also considered the risk.

Staff demonstrated a good understanding of individual consumers, their needs and areas in which they are supported to take risks, maintain relationships important to them, and make choices and decisions.

Care planning documents were individualised, reflected what is important to the consumer and identified areas in which they are supported to take risks.

The Quality Standard is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(a) Compliant

Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

### Requirement 1(3)(b) Compliant

Care and services are culturally safe.

### Requirement 1(3)(c) Compliant

Each consumer is supported to exercise choice and independence, including to:

1. make decisions about their own care and the way care and services are delivered; and
2. make decisions about when family, friends, carers or others should be involved in their care; and
3. communicate their decisions; and

make connections with others and maintain relationships of choice, including intimate relationships.

### Requirement 1(3)(d) Compliant

Each consumer is supported to take risks to enable them to live the best life they can.

### Requirement 1(3)(e) Compliant

Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.

### Requirement 1(3)(f) Compliant

Each consumer’s privacy is respected and personal information is kept confidential.

# STANDARD 2 COMPLIANT 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

Overall consumers confirmed that they feel like partners in the ongoing assessment and planning of their care and services. For example, consumers reported:

* They are involved in the initial assessment and ongoing planning of their care.
* They are informed about the outcomes of assessment and planning and have access to their care and services plan if they wish.
* The service seeks input from others who contribute to their care including their medical officer, allied health practitioners and family members.

Care planning documents are individualised, reflected the involvement of consumers and/or their representative and other providers of care, and regular reviews and updates when changes have been required.

Staff interviewed are aware of the consumers’ needs and preferences and strategies to follow to ensure needs and preferences are met.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Compliant

Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.

### 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.

### Requirement 2(3)(c) Compliant

The organisation demonstrates that assessment and planning:

1. is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and
2. includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.

### Requirement 2(3)(d) Compliant

The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.

### Requirement 2(3)(e) Compliant

Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.

# STANDARD 3 COMPLIANT 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

Overall consumers reported they receive personal care and clinical care they need and that is right for them. Consumers reported they have access to a medical officers and other health professionals, and staff regularly ask them about their care and the way it is delivered.

Consumers’ care documentation was individualised, reflected assessment and management of key risks and demonstrated the ongoing involvement of the consumer and other health professionals.

Staff demonstrated an understanding of consumers’ needs and preferences and reported they have access to relevant clinical information and education. Staff also demonstrated an understanding of the steps they can take to minimise infections.

The service has best practice guidelines, policies, procedures and education to guide staff practice in providing clinical and personal care. Clinical monitoring, clinical incidents and audits are conducted, and results are analysed, trended, reported to the organisation’s governance committee, and used to identify areas for improvement.

The Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(a) Compliant

Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:

1. is best practice; and
2. is tailored to their needs; and
3. optimises their health and well-being.

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

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

### 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.

### 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.

### 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.

### Requirement 3(3)(f) Compliant

Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

### 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.

# STANDARD 4 COMPLIANT Services and support for daily living

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

Overall consumers confirmed they get the services and supports for daily living that are important to them and that enable them to do the things they want to do. For example, consumers interviewed reported:

* The service supports consumers to do things of interest to them, such as swimming, attending the café and church and participating in gardening.
* They are supported to keep in touch with the people who are important to them through receiving visitors at the service and attending social functions outside of the Service, such as family events and attending sports clubs.
* They like the food, including the quality and quantity, and can provide feedback about the food.

Staff demonstrated an understanding of what was important to individual consumers regarding their lifestyle and activities preferences and this was consistent with care planning documents which recorded individualised information about each consumer.

The Assessment Team found the service demonstrated it supports the emotional, spiritual and psychological wellbeing of consumers, and makes referrals to other individuals, services or organisations to assist consumers to connect with other supports and people outside the service.

While two representatives raised concerns about staff availability to take consumers for regular walks, and a staff member raised concerns about the lack of activities over the weekend, the Assessment Team found consumers generally attended varied and tailored activities, and the service was in the process of recruiting additional lifestyle staff and volunteers in response to feedback raised about the lifestyle program. The approved provider’s response identified that scheduled walks have been arranged for the two consumers and additional volunteers have been recruited to assist with walking groups.

The Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(a) Compliant

Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.

### Requirement 4(3)(b) Compliant

Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.

### Requirement 4(3)(c) Compliant

Services and supports for daily living assist each consumer to:

1. participate in their community within and outside the organisation’s service environment; and
2. have social and personal relationships; and
3. do the things of interest to them.

### Requirement 4(3)(d) Compliant

Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

### Requirement 4(3)(e) Compliant

Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

### Requirement 4(3)(f) Compliant

Where meals are provided, they are varied and of suitable quality and quantity.

### Requirement 4(3)(g) Compliant

Where equipment is provided, it is safe, suitable, clean and well maintained.

# STANDARD 5 COMPLIANT Organisation’s services 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

Overall consumers reported they feel at home in the service and the environment is safe and comfortable. They said the service was clean, tidy and well maintained, they can decorate their rooms, and can host family and visitors in their rooms or communal areas such as the café.

The Assessment team observed:

* The service environment to be welcoming, clean and well maintained.
* Cleaning and maintenance staff using appropriate equipment.
* Consumers and visitors moving freely both within and outside the building.
* A maintenance system that was used to attend to routine maintenance and maintenance issues.

The Quality Standard is assessed as Compliant as three of the three specific requirements have been assessed as Compliant.

## Assessment of Standard 5 Requirements

### Requirement 5(3)(a) Compliant

The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.

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

The service environment:

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

### Requirement 5(3)(c) Compliant

Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

# STANDARD 6 COMPLIANT Feedback and complaints

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

Overall consumers reported they are encouraged and supported to give feedback and make complaints, and that appropriate action is taken. For example, consumers and their representatives reported:

* They feel comfortable raising concerns and providing feedback, including at meetings and directly with management and staff.
* Management is responsive to feedback, and changes are made at the service in response to complaints and feedback. They provided examples including changes made to care plans, activities and food.

The service and relevant documentation demonstrated:

* Consumers access a variety of mechanisms to make complaints and provide feedback including feedback forms, suggestion and feedback boxes, consumer meetings, consumer surveys or directly with staff or management.
* The service captures and actions feedback and complaints.
* The service is responsive and makes changes in response to feedback and complaints.
* The service has a complaints management policy and an open disclosure policy in draft.

Staff and management demonstrated an understating of open disclosure and this is applied when something goes wrong.

The Assessment Team identified an instance where the service had appropriately applied open disclosure, however, had not followed organisation’s process to develop an action plan. The approved provider’s response clarified the open disclosure requirements had been met as per the service’s compliant handling policy (which includes open disclosure), and the requirement for the action plan will form part of the service’s new open disclosure policy to be released shortly.

The Quality Standard is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

## Assessment of Standard 6 Requirements

### Requirement 6(3)(a) Compliant

Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

### Requirement 6(3)(b) Compliant

Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

### Requirement 6(3)(c) Compliant

Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

### Requirement 6(3)(d) Compliant

Feedback and complaints are reviewed and used to improve the quality of care and services.

# STANDARD 7 COMPLIANT 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

Overall consumers reported they get quality care and services when they need them and from people who are knowledgeable, capable and caring. For example:

* All consumers interviewed said staff are kind, caring and know what they are doing.
* All consumers and representatives interviewed felt there are adequate staff to meet consumers’ needs and staff were responsive and provided care in a timely manner.
* While some representatives felt consumers could be further supported with more staff providing one-to-one activities, the service was actively recruiting additional volunteers to support consumers. Further, the approved provider’s response identified consumers and their representatives have been informed about volunteers available and allocated to them to visit and taken them for walks.

Staff reported they have enough time to complete their duties, rostered shifts are filled, and they receive ongoing education in relation to the Quality Standards.

The Assessment Team found:

* the service has an electronic rostering system and has a number of measures to ensure rostered shifts are filled, including using Agency staff.
* Call bell monitoring records identified call bells are respond to in a timely manner.
* Staff receive regularly training/education and their performance is regularly monitored, including through competency assessments, performance appraisals and consumer/representative feedback.

The Quality Standard is assessed as Compliant as five 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.

### Requirement 7(3)(b) Compliant

Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.

### 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.

### Requirement 7(3)(d) Compliant

The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.

### Requirement 7(3)(e) Compliant

Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.

# STANDARD 8 COMPLIANT Organisational governance

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

Overall consumers indicated the organisation is well run and they can partner in improving the delivery of care and services. For example, consumers reported:

* They can provide feedback to management and are involved in their care decisions.
* They are involved in the development, delivery and evaluation of services through involvement in consumer meetings, focus groups and various feedback mechanisms offered within the service.

The organisation’s governing body, the Board, is accountable for the delivery of safe and quality care and services. There are organisation wide governance systems to support effective management of information, the workforce, compliance with regulations and clinical care. There are systems to regularly provide reports on a range of quality indicators to the Board. The Board is actively involved in the operation of the service and monitoring outcomes for consumers.

The clinical governance framework addresses anti-microbial stewardship, open disclosure and minimising the use of restraint. Management and staff interviewed understood these concepts and could explain how they were applied in practice.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(a) Compliant

Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

### Requirement 8(3)(b) Compliant

The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

### Requirement 8(3)(c) Compliant

Effective organisation wide governance systems relating to the following:

1. information management;
2. continuous improvement;
3. financial governance;
4. workforce governance, including the assignment of clear responsibilities and accountabilities;
5. regulatory compliance;
6. feedback and complaints.

### Requirement 8(3)(d) Compliant

Effective risk management systems and practices, including but not limited to the following:

1. managing high impact or high prevalence risks associated with the care of consumers;
2. identifying and responding to abuse and neglect of consumers;
3. supporting consumers to live the best life they can.

### Requirement 8(3)(e) Compliant

Where clinical care is provided—a clinical governance framework, including but not limited to the following:

1. antimicrobial stewardship;
2. minimising the use of restraint;
3. open disclosure.

# 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.