In Home Care

Performance Report

Unit 2/116 Pascoe Vale Road   
MOONEE PONDS VIC 3039  
Phone number: 03 7015 8601

**Commission ID:** 301052

**Provider name:** Farris Care Services PTY LTD

**Assessment Contact - Site date:** 11 February 2021

**Date of Performance Report:** 17 March 2021

# 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 2 Ongoing assessment and planning with consumers** | **Non-compliant** |
| Requirement 2(3)(a) | Non-compliant |
| Requirement 2(3)(d) | Non-compliant |
| Requirement 2(3)(e) | Non-compliant |
| **Standard 3 Personal care and clinical care** | **Non-compliant** |
| Requirement 3(3)(a) | Non-compliant |
| Requirement 3(3)(b) | Non-compliant |
| Requirement 3(3)(d) | Compliant |
| Requirement 3(3)(f) | 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 visit, 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 1 March 2021

# STANDARD 2 Non-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

Three of the five specific requirements of this Standard were assessed and I have found all three of those requirements 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.

### Requirement 2(3)(a) Non-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.*

The service’s current assessment process, including the service’s current assessment tool, do not identify each consumer’s current needs, goals, preferences, or risks associated with their care and services. For example, there are no questions in the assessment template to prompt enquiry regarding consumers mobility, skin integrity, continence, pain management or behavioural needs. This issue has resulted in care plans containing little relevant information that could guide safe and effective care and service delivery.

The response from the approved provider includes details of actions already taken and planned actions that will address the non-compliance.

I find this requirement is non-compliant at the time of the visit.

### Requirement 2(3)(d) Non-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.*

While consumers and/or their representatives confirmed they receive a copy of their care plan, the Assessment Team observed the care plans do not contain sufficient and relevant information to support safe and effective care and services.

The response from the approved provider includes details of actions already taken and planned actions that will address the non-compliance.

I find this requirement is non-compliant at the time of the visit.

### Requirement 2(3)(e) Non-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.*

There is no identifiable care and service review process in place for consumers. While consumers and/or their representatives said the service was responsive to their needs and proactive in accommodating any service changes that arise, none could recall having a formal care and service review since 2019. The Assessment Team noted that no formal care and service reviews for consumers have occurred in accordance with agreed timeframes.

The response from the approved provider includes details of actions already taken and planned actions that will address the non-compliance.

I find this requirement is non-compliant at the time of the visit.

# STANDARD 3 Non-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

Five of the seven specific requirements of this Standard were assessed and I have found two of those requirements 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.

### Requirement 3(3)(a) Non-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.*

The service was unable to demonstrate that each consumer gets safe and effective personal care and/or clinical care. Care records did not contain details of care being provided.

The response from the approved provider includes details of actions already taken and planned actions that will address the non-compliance.

I find this requirement is non-compliant at the time of the visit.

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

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

The service was unable to demonstrate effective management of high impact or high prevalence risks associated with the care of each consumer.

The response from the approved provider includes details of actions already taken and planned actions that will address the non-compliance.

I find this requirement is non-compliant at the time of the visit.

### 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)(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.*

# 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.

*The service will ensure 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.*

*The service will ensure 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.*

*The service will ensure 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.*

*The service will ensure 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.*

*The service will ensure effective management of high impact or high prevalence risks associated with the care of each consumer.*