Infinity QCare - Brisbane

Performance Report

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**Commission ID:** 700950

**Provider name:** Infinity QCare Pty Ltd

**Assessment Contact - Site date:** 2 October 2020

**Date of Performance Report:** 26 November 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 2 Ongoing assessment and planning with consumers** | **Non-compliant** |
| Requirement 2(3)(a) | Non-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)(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 on 27 October 2020.

# STANDARD 2 NON-COMPLIANTOngoing 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

Consumers and representatives interviewed by the Assessment Team said they were involved in care planning and they were informed about the outcomes of assessment and planning. They said they had ready access to their care plans. Consumers and representatives said staff regularly called them to check that they were satisfied with their care and services. The service provided consumers and representatives information in the home care agreement and consumer handbook to help consumers take part in assessing and planning of their services.

The service had a suite of policies and procedures that refer to the use of a consumer-centred approach to assessment and planning.

Consumers and representatives were involved in assessment and planning and included discussions about advance care planning for those consumers who chose to discuss end of life care. Care plans generally included consumer’s needs, agreed goals and preferences as well as agreed days, times and hours of service. Management said care plans were reviewed at least 12 monthly. The service was in the process of scheduling more regular reviews of consumers receiving a high level Home Care Package.

Assessment and care planning documents did not adequately demonstrate assessment and planning informed the delivery of safe and effective care and services.

The Quality Standard is assessed as Non-compliant as one of the five specific requirements has been assessed as Non-compliant.

## Assessment of Standard 2 Requirements

### 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 was not able to adequately demonstrate assessment and planning, including a consideration of risks to the consumer’s health and well-being, informed the delivery of safe and effective care and services.

A review of care planning documentation generally identified information relating to risks to each consumer’s health and well-being. However, several care plans did not identify all risks to the consumer’s health and well-being or included sufficient detail to guide staff practice. For example:

* A care plan for a consumer identified as a high falls risk did not provide detailed instruction or guidance for staff to safely manage the risk of falling. There was no evidence of validated assessment tools to assess and plan for the falls risk.
* Another consumer was identified as requiring assessment by a specific health professional. The service could not demonstrate that a relevant referral had been made. The care plan did not provide detailed instructions to guide staff practice when assisting the consumer to manage that consumer’s risks.
* Environmental risk assessments of the home and individual risk assessments were completed on entry to the service. However, the service was not able to adequately demonstrate these had been consistently completed or reviewed on a regular basis.

The Assessment Team noted that care plans identified service types to be delivered and strategies to deliver those services. However, sections of the care plans that allowed for detailed instructions on consumers’ individual needs, including risk management strategies, were incomplete. Management advised they use a drop-down box with grouped service types to populate the consumer’s care plan in the electronic care planning system. The service could not individualise the function in the care plan template.

During the visit, management acknowledged assessment and planning did not consistently identify risks to the consumer’s health and well-being and said this was an area for improvement.

The Approved Provider’s response received on 27 October 2020 acknowledged the Assessment Team’s findings and included actions to address the identified deficiencies. It advised the service was revising its assessment and planning process and the issues relating to the inability of the electronic care planning system to individualise consumers’ needs have been rectified. All care plans have been updated to reflect individualised needs, including those consumers identified by the Assessment Team. Strategies to mitigate risk have been articulated in the care plans. Referrals for consumers requiring assessment by other health professionals have been completed.

Furthermore, it advised that validated tools had been used by other service providers prior to the consumer commencing with the service. However, as part of its improvement actions it will now engage a community nurse to conduct initial assessments of new consumers; implement validated assessment tools at the initial assessment and intake stages as well as engage a community allied health provider in which the service can refer consumers to. The Approved Provider also outlined actions taken to improve communication with external providers to assist in care planning.

I acknowledge the Approved Provider’s actions to address the findings of the Assessment Team, however at the time of the Assessment Contact, consumers’ assessments and care planning, including a consideration of risks to inform the delivery of safe and effective care. Furthermore, not all actions have been fully implemented, and the service will require a period of time to evaluate their effectiveness. Therefore, I find the service Non-compliant in this requirement.

### 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 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 of this Standard and therefore an overall compliance rating for the Quality Standard is not provided.

In relation to minimising infection related risks, consumers and representatives interviewed by the Assessment Team described staff practices to prevent the spread of infection, including hand washing, the use of hand sanitiser and the use of Personal Protective Equipment.

The service had policies and procedures relating to infection control management and a COVID-19 outbreak management plan that followed Queensland Health guidance on pandemic response, including guidance on the use of Personal Protective Equipment. Staff completed infection control training, including handwashing and the correct use of Personal Protective Equipment. The service monitored staff and consumer vaccinations. All staff received the influenza vaccination for 2020.

## 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.*

# 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.

* Requirement 2(3)(a) – Ensure assessment and planning, identifies and supports a consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.