Italian Village Fremantle

Performance Report

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**Commission ID:** 7158

**Provider name:** Fremantle Italian Aged Persons Service Association

**Assessment Contact - Site date:** 25 August 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(d) | 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 Approved Provider’s acknowledgment of the Assessment Contact - Site report received 1 September 2021.

# STANDARD 2 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

The Assessment Team assessed Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers as part of the Assessment Contact and have recommended this Requirement as met. All other Requirements in this Standard were not assessed. Therefore, an overall rating of the Standard is not provided.

The purpose of the Assessment Contact was to assess the performance of the service in relation to Requirement (3)(a) in this Standard. This Requirement was found to be Non-compliant following a Site Audit conducted on 27 to 29 October 2020 because the service was unable to demonstrate that assessment and planning informed the delivery of safe and effective care for two consumers.

I have considered the Assessment Team’s findings and evidence documented in the Assessment Team’s report and based on this information, I find Fremantle Italian Aged Persons Service, in relation to Italian Village Fremantle, to be Compliant with Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers. I have provided reasons for my finding in the specific Requirement below.

## 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.*

This Requirement was found to be Non-compliant following a Site Audit conducted on 27 to 29 October 2020 because the service was unable to demonstrate that assessment and planning informed the delivery of safe and effective care for two consumers. The Assessment Team provided the following evidence and information relevant to my finding in relation to this Requirement:

* Overall, sampled consumers considered that they feel like partners in the ongoing assessment and planning of their care and services.
* Seven consumer files sampled demonstrated care planning documents, include risk assessments, charting, progress notes and referrals to relevant specialists, service providers and other organisations.
  + The file for one consumer with a specialised nursing care need demonstrated the consumer and representative were involved in care planning processes, and considered relevant risks, including management of the specialised nursing care need, pressure injuries and falls with relevant interventions to manage the risks and impact from risks.
  + The file for one consumer with a specialised nursing care need, including assessments, wound care plans and progress notes, demonstrated involvement of the consumer, representative, clinical staff, medical officer and health care specialists to develop a care plan specific to the consumer’s needs and risks associated with the consumer’s diagnoses.
  + Two consumer files for consumers prescribed psychotropic medications to manage behavioural and psychological symptoms of dementia, included evidence that these medications are reviewed for efficacy and effectiveness and where medications are found to be ineffective or causing side effects, a new medication is trialled if necessary.
    - Clinical staff were able to describe how risks associated with the use of psychotropic medication are assessed and managed.
    - A representative interviewed indicated they are aware of the medications administered to their family member, including being updated about changes to medication and risks associated with the medications.

For the reasons detailed above, I find Fremantle Italian Aged Persons Service, in relation to Italian Village Fremantle, to be Compliant with Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers.

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

The purpose of the Assessment Contact was to assess the performance of the service in relation to Requirement (3)(a) in this Standard. This Requirement was found to be Non-compliant following a Site Audit conducted on 27 to 29 October 2020 because the service was unable to demonstrate that each consumer was provided with personal or clinical care which was best practice, tailored to their needs or optimised their health and well-being.

I have considered the Assessment Team’s findings and evidence documented in the Assessment Team’s report and based on this information, I find Fremantle Italian Aged Persons Service, in relation to Italian Village Fremantle, to be Compliant with Requirement (3)(a) 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)(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.*

This Requirement was found to be Non-compliant following a Site Audit conducted on 27 to 29 October 2020 because the service was unable to demonstrate that each consumer was provided with personal or clinical care which was best practice, tailored to their needs or optimised their health and well-being. The Assessment Team provided the following evidence and information relevant to my finding in relation to this Requirement:

* Overall, seven sampled consumers/representatives considered consumers receive personal care and clinical care which is safe and right for them.
* Care planning documents, including progress notes, charts and incidents for sampled consumers reflect individualised care that is safe, effective and tailored to specific needs and preferences of consumers.
* Staff interviewed were able to provide examples of how they ensure consumers’ care is safe and right for them, including management of wounds, insulin dependent diabetes, urinary catheters and behavioural responses.

For the reasons detailed above, I find Fremantle Italian Aged Persons Service, in relation to Italian Village Fremantle, to be Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care.

# STANDARD 8 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

The Assessment Team assessed Requirement (3)(d) in Standard 8 Organisational governance as part of the Assessment Contact and have recommended this Requirement as met. All other Requirements in this Standard were not assessed. Therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings and evidence documented in the Assessment Team’s report and based on this information, I find Fremantle Italian Aged Persons Service, in relation to Italian Village Fremantle, to be Compliant with Requirement (3)(d) in Standard 8 Organisational governance. I have provided reasons for my finding in the specific Requirement below.

## Assessment of Standard 8 Requirements

### 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*
4. *managing and preventing incidents, including the use of an incident management system.*

The service implemented several improvements to improve outcomes in relation to this Requirement, including (but not limited to):

* Review of incident management policies and procedures.
* Ensuring all high risk or Serious Incident Response Scheme (SIRS) incidents have a root cause analysis completed and the information discussed at multidisciplinary meetings.
* Ensure incidents are discussed at staff and consumer meetings where appropriate.
* Staff training in relation to incident reporting and management processes, specific to individual roles and responsibilities.

The Assessment Team provided the following evidence and information relevant to my finding in relation to this Requirement:

* The service demonstrated effective risk management systems and processes to manage consumers who high impact or high prevalence risks associated with their care, including risk assessment processes. Clinical incident data is analysed for trends monthly and strategies identified to manage emerging risks. Weekly multidisciplinary meetings demonstrate incidents, clinical deterioration and trends are discussed. Staff interviewed were able to describe actions to take in the event of a consumer incident, including reporting procedures.
* The service demonstrated effective processes relating to identifying and responding to abuse and neglect of consumers, with staff required to complete annual training in association with these processes. Staff interviewed demonstrated an awareness of reporting processes relating to abuse and neglect of consumers.
* The service demonstrated effective processes and guidance for staff to support consumers to live the best life they can. Staff were able to provide examples of how they support consumers to minimise risks associated with their choices to live the best life they can.
* The service demonstrated an effective incident management system. Staff have been provided training in relation to the incident management system and SIRS, with designated roles having responsibility to review incidents. Management provided an example of a SIRS reportable incident, inclusive of an incident form, including details, investigation and outcome of the incident.

For the reasons detailed above, I find Fremantle Italian Aged Persons Service, in relation to Italian Village Fremantle, to be Compliant with Requirement (3)(d) in Standard 8 Organisational governance.

# 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.