Japara Forest View

Performance Report

2 Tessa Street
CHATSWOOD NSW 2067
Phone number: 02 9419 7260

**Commission ID:** 2829

**Provider name:** Japara Aged Care Services Pty Ltd

**Assessment Contact - Site date:** 10 November 2020

**Date of Performance Report:** 21 December 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** | **Non-compliant** |
| Requirement 3(3)(a) | Non-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 27 November 2020

# STANDARD 3 NON-COMPLIANTPersonal 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – their care plans and assessments were reviewed, and staff were asked about how they ensure the delivery of safe and effective care for consumers. The team also examined relevant documents.

Most of the sampled consumers and representatives considered that the consumer receives personal care and clinical care that is safe and right for them including managing infection related risks.

The Assessment Team found that the service did not demonstrate each consumer gets safe and effective clinical care in relation to behaviour management and pain management.

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

### Assessment of Standard 3 Requirements

### 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 Assessment Team found that the service did not demonstrate that sampled consumers receive safe and effective personal or clinical care that is best practice, tailored to their needs, and optimises their health and well-being.

The Assessment Team noted current staff practices and documentation issues related to behaviour management, and potentially pain management, are not in accordance with best practice or optimising the consumers health and well-being.

The Assessment Team provided information that staff did not demonstrate a clear understanding of best practice in relation to behaviour management; the influence of pain and comfort as it relates to behaviour management, and the correlation between individual consumers and their unique history. Understanding the consumer and interpreting individual goals, triggers, and strategies; assist staff in ensuring consumers are kept safe and receive care that is tailored to their needs. Utilising other assessment tools, such as lifestyle, continence, and pain assessments along with external agencies such as DSA and geriatricians, help staff understand, apply, monitor and review behaviour management strategies.

The approved provider submitted a response to the Assessment Teams report which included a continuous improvement plan, education schedules, education held, updated behaviour charting, new procedures, updated behaviour care plans, sample pictorial cue cards, geriatrician review and pain procedure. The approved provider’s response also included evidence of corrective actions taken since the assessment contact to address the gaps identified.

I have considered both the Assessment Teams report and the approved providers response, and I accept that the management and staff at the service are aware and understand their responsibilities related to effective behaviour management and the effect of pain and comfort as it relates to behaviour. The approved provider acknowledged the issues identified in relation to behaviour and pain management and has commenced a number of improvement activities, since the audit, to address these. The approved provider will need to monitor and evaluate these changes carefully to ensure they are effective and are sustainable. I find this requirement is non-compliant.

# 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 3(3)(a)

*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 Approved Provider must demonstrate that:

Behaviour management

* All stakeholders involved in behaviour management are aware of all triggers, goals, and strategies including non-pharmacological for consumers, and these are documented.
* Behavioural care plans are individualised and effectively assist consumers in achieving life goals and preferences. Management and staff utilise external providers and specialists effectively in assisting the service provide best practice in behaviour management.

Pain management

* Consumer pain is identified, documented and managed in accordance with best practice.
* All staff are trained and equipped to provide effective pain management in accordance with best practice and the service’s policies and procedures.