Japara The Highbury

Performance Report

684-692 Highbury Road   
GLEN WAVERLEY VIC 3150  
Phone number: 03 8871 2400

**Commission ID:** 4579

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

**Assessment Contact - Site date:** 18 December 2020

**Date of Performance Report:** 21 January 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(f) | Compliant |
| **Standard 4 Services and supports for daily living** |  |
| Requirement 4(3)(c) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | 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 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.

# 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

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

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, consumer care plans and assessments were reviewed, and staff were asked about how they ensure safe and effective care is delivered. Relevant documents were also examined.

Overall, sampled consumers considered that they receive personal care and clinical care that is safe and right for them.

The service demonstrated sound clinical management of high impact and high prevalence risks including falls, pain management, skin integrity issues and weight loss.

Staff receive training on the timely identification and management of high impact and high prevalence risks.

Monthly key quality indicator data is collected through audits and incident reports and is analysed for trends. Monthly data includes trends on infections, wounds, falls, weight loss and other incidents.

In consultation with the consumer and/or their representative, and their general practitioner, referrals to a variety of internal and external health care providers are made as needed, including to allied health professionals, behaviour management specialists and dental, vision, hearing, wound and palliative care specialists. Referral outcomes inform the care and services provided to each consumer.

Nursing and care staff described the availability of general practitioners, who visit each consumer regularly and more frequently as the need arises.

Requirements 3(3)(b) and 3(3)(f) are assessed as Compliant.

### Assessment of Standard 3 Requirements

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

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

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

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

# STANDARD 4 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

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, observations were made, consumers were asked about the things they like to do and how these things are enabled or supported by the service. Staff were asked about their understanding and application of consumer preferences. Relevant documents were also examined.

Overall, most sampled consumers considered that they receive the services and supports for daily living that are important for their health and well-being and that enable them to do the things they want to do.

Consumers stated they can provide feedback and suggestions in relation to activities at meetings and/or by talking to staff about other activities of interest to them and these requests are actioned.

Consumers are supported to participate within and outside the service. The service also supports consumers to maintain social and personal connections. Individual consumer interests are documented, and staff are aware of consumer preferences. Care plans included reference to people of significance to consumers and their relationships within the service and in the community.

Staff described how they support consumers to socialise, and develop or maintain personal relationships. Staff were observed encouraging, assisting and supporting consumers.

Requirement 4(3)(c) is assessed as Compliant.

## Assessment of Standard 4 Requirements

### 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.*

# STANDARD 7 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

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

To understand the consumer’s experience and how the organisation understands and applies the individual requirements within this Standard, consumers were asked about their experience with staff. Staff were also interviewed and a range of records including staff rosters, policies and procedures were reviewed.

Overall, most sampled consumers considered that they receive quality care and services when they need them, from people who are knowledgeable, capable and caring.

Consumer and staff feedback indicates the service has adequate staffing with a mix of skills and qualifications to ensure consumer care needs are met.

Clinical staff interviewed generally expressed their satisfaction that they have adequate staff, and shifts are replaced to cover sick leave and other absences. Based on review of staff rosters and shift vacancies, the service shows adequate coverage of shifts including staffing daily activity programs.

Requirement 7(3)(a) is 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.*

# 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.