Jimboomba Community Aged Care

Performance Report

13-21 East St
JIMBOOMBA QLD 4280
Phone number: 1300 1300 13 option #2

**Commission ID:** 5797

**Provider name:** Signature Care Pty Ltd

**Assessment Contact - Site date:** 15 April 2021

**Date of Performance Report:** 13 May 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Compliant** |
| Requirement 2(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| **Standard 7 Human resources** | **Compliant** |
| 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 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.

# STANDARD 2 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

The Assessment Team did not assess all Requirements under this Standard, therefore a compliance rating or summary is not provided.

## 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.*

Consumers confirmed they were involved in assessment and care planning and said care and services delivered met their individual needs.

The service had comprehensive assessment and care planning processes which identified consumer’s needs, goals and preferences including the consideration of risks associated with their care.

The service’s electronic care system had evidence-based tools that considered individual risks including, but not limited to, skin integrity, nutrition, pain, falls, cognition and challenging behaviours. Registered staff were aware of the service’s assessment and care planning processes and discussed outcomes with consumers and representatives.

Care staff could access care planning information through the service’s electronic care system and were informed of any changes in consumer’s care needs through handover.

Organisational policies were available to guide staff in assessment and care planning processes.

# STANDARD 3 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

The Assessment Team did not assess all Requirements under this Standard, therefore a compliance rating or summary is not provided.

### 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.*

The service demonstrated that consumers received safe and effective personal and clinical care, including the management of restraints, pain management and skin integrity. Consumers consider that they received personal care and clinical care that was safe and right for them. Consumers and representatives were satisfied with their care and services, and felt their care and services were delivered the way they wished. Review of care planning documentation reflected individualised care that was safe, effective and tailored to the specific needs and preferences of the consumer.

Staff demonstrated they had an understanding of individual consumer’s personal and clinical care needs in relation to monitoring and reporting, such as consumer’s pain relief needs, promoting and maintaining good skin integrity including providing pressure area care, transfer/mobility and hygiene care needs and preferences.

The service had systems and processes to ensure consumers received safe and effective personal and clinical care, including daily review of progress notes, analysis of clinical incident data each month and staff training was available to support best practice. The organisation had policies, procedures and tools in place to support the delivery of care provided to consumers.

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

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

The service demonstrated that high impact and high prevalence risks associated with the care of each consumer including falls, smoking, oxygen therapy and weight loss were effectively managed. Consumer’s care planning documentation identified that high impact and high prevalence risks were effectively managed by the service, and strategies were implemented to minimise risks, and these were documented in consumer care plans. Consumers and representatives were satisfied with the service’s consultative processes for the effective management of high impact or high prevalence risks associated with their care.

Staff described the high impact and high prevalence risks for consumers within the service. They were able to describe specific risks in relation to individual consumers and relevant care strategies.

Policies and procedures were available to all staff for risks associated with the care of consumers. The service investigated, monitored and reviewed incidents of high prevalence or high impact risks and trends in clinical incident data were analysed each month.

# STANDARD 7 COMPLIANTHuman 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

The Assessment Team did not assess all Requirements under this Standard; therefore, a compliance rating or summary is not provided.

## 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.*

The service demonstrated that processes were in place to ensure the workforce was planned to enable the delivery and management of safe and quality care and services. Consumers and representatives confirmed staff were responsive to their requests for assistance and quality care was provided.

Staff were allocated enough time to complete their duties each day and vacant shifts were filled. Position descriptions were available for staff to access relevant to their roles. All staff received mandatory training and additional training was offered on line or face to face including, but not limited to, manual handling, personal protective equipment, donning and doffing of personal protective equipment, the Serious Incident Response Scheme and the service’s electronic care system.

The service was undertaking ongoing recruitment processes in preparedness for increased occupancy. A casual pool of care staff was available and agency contracts were in place in the event of unplanned leave. Registered nurses were rostered 24 hours per day and call bell response times were monitored to ensure consumer’s care needs were met in a timely manner. Consumers’ requests for assistance were attended to in a timely manner.

# 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.