Jubilee Community Care Association Inc

Performance Report

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**Commission ID:** 700196

**Provider name:** Jubilee Community Care Inc.

**Assessment Contact - Site date:** 3 November 2020

**Date of Performance Report:** 20 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

|  |  |
| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Compliant** |
| Requirement 2(3)(a) | 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** |  |
| 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.

# 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

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 – reviewing their care planning documents in detail, asking consumers about how they are involved in care planning, and interviewing staff about how they use care planning documents and review them on an ongoing basis.

Consumers interviewed by the Assessment Team feel like partners in the ongoing assessment and planning of their care and services. Consumers interviewed said they are involved in assessment and care planning and staff talk to them about their care and services. Consumers interviewed confirmed they are informed about outcomes of assessment and planning and receive a copy of their care plan, budget and related documents. Consumers confirmed the service seeks inputs from others who contribute to the consumers’ care including family, medical officer and allied health staff.

The Assessment Team reviewed assessment and care planning documents for consumers and identified reviews are being completed regularly and in consultation with the consumer and representative.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## 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.*

### 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 in this Standard; therefore, a compliance rating or summary is not provided.

### 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.*

The Assessment Team identified the service demonstrated infection related risks are minimised through implementing standard and transmission-based precautions and it has policies, procedures and practices that support minimisation of infection related risks for consumers.

Consumers/representatives said staff ask them COVID-19 screening questions before they commence their service and said staff adhere to the requirements to minimise the risk of infections to them and their families, including the use of personal protective equipment (PPE), masks and hand hygiene.

Staff interviewed demonstrated awareness of the importance of infection control and were able to describe the use of PPE and the prevention of the spread of infections to themselves and to consumers, including during COVID-19 government restrictions. Staff reported and training records confirm, they have received education and training on infection control, use of PPE, handwashing, including online COVID-19 training modules from the Department of Health.

Management advised the service has sufficient stocks of PPE and provides PPE for staff, including masks, gloves and hand sanitiser, and staff reported this is readily available. Management advised they have provided the staff with access to influenza vaccinations for 2020 and 70% of staff are vaccinated against influenza.

The organisation has written policies and procedures relating to infection control management, including an infection control policy related to COVID-19 and an Infection Disease Outbreak Plan to implement in the event of an outbreak in the geographical area of the service.

The service office has sign in/sign out register and COVID-19 screening questions are asked of visitors. Hand sanitiser is available for use, physical distancing and density numbers in the office are adhered to.

The Assessment Team reviewed the results of a recent consumer satisfaction survey identifying high levels of consumer satisfaction with preparedness for outbreak management, information received related to infection control and staff infection control practices.

The Assessment Team observed copies of communication to consumers/representatives and staff related to COVID-19 information and updates.

# 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.