Just Better Care Central Coast

Performance Report

24 Dane Drive
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**Commission ID:** 201401

**Provider name:** Just Better Care Australia Pty Ltd

**Assessment Contact - Site date:** 23 September 2020

**Date of Performance Report:** 22 October 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(d) | 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

# 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 Requirements *\*

### 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.*

Consumers, and their representatives, interviewed advised that they have discussed their current needs, goals and preferences as part of the assessment process. They have been involved in the compilation of their care plan and have been provided with a copy as is required. They confirmed they are able to request changes to the care and services and how these will be delivered in line with their preferences and changing needs. They advised that the service is flexible and responsive to their requests. Both consumers and representatives said that they are aware that care staff will take appropriate action should the consumer not answer the door as expected. Consumer and representative were asked their opinion of the service, and provided positive comments.

# 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 Requirements

### Requirement 7(3)(d) Compliant

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

Consumers and representatives interviewed said that they are well supported by the staff who are engaging and caring. They provided positive feedback about the staff and management and advised they were most satisfied with the service’s approach.

### Care staff interviewed provided examples of their experience in working for the service provider, and said they are well supported in all aspects of their role.

# 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 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.*

Care staff are to ask themselves before every shift and ask every consumer the COVID-19 screening questionnaire. Staff are to complete the screening questions and document the responses prior to entering the consumer’s home. Staff must contact the office for instructions if there are any positive responses to the screening questions. Staff have been supplied with supplies of appropriate personal protective equipment and training in use. A process is in place to manage care staff risk when working in isolation, including if they are under duress while attending a consumer’s home.

Information provided and training for staff includes basic home fire safety, dementia, epilepsy, diabetes, falls prevention, manual handling, identifying risk and hazards and recognising depression in consumers. Staff are trained in recognising elder abuse and mandatory reporting requirements. Where care staff identify any change in the consumer’s condition they notify the office or the on-call manager immediately.

A home safety risk assessment is completed initially and then annually to identify potential risk and facilitate referral to address issues. A falls risk screening tool is available for completion to ascertain potential contributing factors and risk category: falls history, balance, mental state, general health, vision, hearing, speech, medications, age chronic illness, incontinence, footwear/foot problems, postural hypotension, drug and alcohol and environment. Referrals are initiated as required in response to identified risk and to promote safety and security of the consumer’s home environment.