Just Better Care Inner West

Performance Report

Unit 101, 396 PRINCES Highway   
ST PETERS NSW 2044  
Phone number: 02 9669 1965

**Commission ID:** 201327

**Provider name:** Kindi Capers Pty Ltd

**Assessment Contact - Site date:** 1 February 2021

**Date of Performance Report:** 17 March 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(d) | Non-compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Non-compliant |
| Requirement 3(3)(b) | Non-compliant |
| Requirement 3(3)(d) | Non-compliant |
| Requirement 3(3)(f) | Compliant |
| 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 visit, 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 1 March 2021

# STANDARD 2 Non-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

### A decision of Non-compliant in one or more requirements results in a decision of Non-Compliant for the Quality Standard

### 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)(d) Non-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.*

Staff said they consider the consumer’s needs and ensure the consumer is given the information that assists them to decide on the care and services that are important to them. Care plans are provided to consumers and annual reassessments, or more frequently if a consumer’s condition changes, are carried out to ensure services are relevant and effective. Not all reassessments had been completed at the time of the visit.

The Assessment Team found that documentation was inconsistent across consumer files both hard copy and electronic as there were a number of systems for where and how to write and where to store documentation, that have changed over time, but this has not been well consolidated. There was a lack of understanding of consumer goals.

### 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 Non-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

### A decision of Non-compliant in one or more requirements results in a decision of Non-Compliant for the Quality Standard

### 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 service provider did not demonstrate that each consumer receives safe and effective personal and/or clinical care that is best practice, is tailored to their needs and optimises their health and wellbeing. While the service provider employs staff with relevant qualifications, and also subcontracts registered nurses and allied health professionals to support care and services, gaps were identified in the consumer records sighted by the Assessment Team.

The response from the approved provider includes a commitment to addressing the non-compliance in a timely manner.

I find this requirement is non-compliant at the time of the visit.

### Requirement 3(3)(b) Non-compliant

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

Just Better Care franchises are supported with risk management policies and procedures, however the service provider did not demonstrate that high-impact and high-prevalence risks are effectively managed in practice for each consumer.

While a home safety risk assessment is conducted initially, there is not consistent practice to ensure this assessment is conducted annually, or more often if required, to identify any hazards or risks posed to the consumer’s safety through their environment, taking into account any changes in the consumer’s functional capacity in respect of daily living.

A falls risk assessment is not conducted for each consumer as a standard procedure, although falls risk is considered where the consumer has a history of falls. The risk of falls for the frail elderly and the high-impact (adverse outcome) and high-prevalence (i.e. in the target population) was discussed.

Practices are in place for managing the consumer’s non-response to a scheduled visit and emergency contacts are obtained from the consumers. Consumers and representatives were aware of the action staff will take should they not answer the door as expected. Subcontractors are made aware of their responsibility to report consumer non-response to the service provider.

The response from the approved provider provides details of actions that are planned to be undertaken to address the non-compliance.

I find this requirement is non- compliant at the time of the visit.

### Requirement 3(3)(d) Non-compliant

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

Consumers, and their representatives, interviewed were satisfied with the service provider’s response to changes in their care and service needs, and provided examples of the action taken by staff.

Staff interviewed were able to describe individual consumer’s characteristics and were familiar with consumers’ needs and preferences, their circumstances and overall health and wellbeing. Staff provided examples of how they recognise and report deterioration of a consumer’s health status. Management advised that the process is that care staff inform the customer service staff who then communicate with the care manager, although staff may contact the care manager directly if required.

However, the Assessment Team identified gaps in respect of the comprehensive assessment of individual consumer’s care needs in order to establish a holistic view and subsequently identify any deterioration or change in the consumer’s health status, functional capacity or any present or emerging risks to their overall health and wellbeing. The care plans and task information do not provide details to ensure care staff are fully informed and able to readily identify deterioration or change in a consumer’s condition and facilitate reporting for prompt response by the care manager. These gaps directly impact on the service’s capacity to ensure that the consumer’s mental health, cognitive or physical function, capacity or condition is effectively monitored in an ongoing way.

The response from the approved provider provides details of actions that are planned to be undertaken to address the non-compliance.

I find this requirement is non- compliant at the time of the visit.

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

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

### 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.*

# 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.

*The service will ensure 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.*

*The service will ensure 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 will ensure effective management of high impact or high prevalence risks associated with the care of each consumer.*

*The service will ensure deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*