Kalyra Woodcroft Aged Care

Performance Report

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**Commission ID:** 6126

**Provider name:** James Brown Memorial Trust

**Assessment Contact - Site date:** 10 September 2020

**Date of Performance Report:** 13 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

|  |  |
| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(b) | 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

The Assessment Team assessed Requirement (3)(b) in relation to Standard 2. An overall assessment of all Requirements in this Standard was not completed.

The Assessment Team recommended Requirement (3)(b) in Standard 2 as met. I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view of compliance and find the service is Compliant with Requirement (3)(b).

The Assessment Team reviewed care planning documentation and interviewed consumers, their representatives and staff.

Overall consumers and their representatives considered they feel like partners in the ongoing assessment and planning of consumers’ care and services, are involved in consumer’s care planning needs and individualised management strategies are identified for each consumer.

Consumers advised they are informed about the outcomes of assessment and planning and have ready access to their care and services plan if they wish. Consumers were able to describe what is important to them in terms of how their care is delivered. This was reflected in the care planning documents and in staff interviews.

A consumer enablement program supports and emphasises consumer's capacity to maintain independence and have control over her or his health and life. Care plans are regularly reviewed and detailed assessments and discussions with consumers and representatives. End of life planning is discussed and implemented if wanted by the consumer and this is evidenced in care plans and appropriate comfort care provided.

Care plans reflect risk/safety issues and include information relevant to individual needs/goals/preferences including (but not limited to) communication, nutrition, hydration, mobility, skin care, weight monitoring and pain.

Staff could describe the processes in place to support consumers and the systems staff used to identify, measure, monitor trends, plus the reporting process for escalation of consumer needs to clinical staff and management. There are policies and procedures for staff to refer to and assessment tools available.

## 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.*

# 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.