Kapunda Homes

Performance Report

Nash Street
KAPUNDA SA 5373
Phone number: 08 8566 2260

**Commission ID:** 6057

**Provider name:** Barossa Hills Fleurieu Local Health Network Incorporated

**Assessment Contact - Site date:** 18 January 2022

**Date of Performance Report:** 22 February 2022

# Performance report prepared by

Michelle Glenn, delegate of the Aged Care Quality and Safety Commissioner.

# 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

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

# Detailed assessment

This performance report details the Commissioner’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 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 consumers, representatives, staff and others
* the provider did not submit a response to the Assessment Contact - Site report.

# 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)(a) in Standard 2 Ongoing assessment and planning with consumers as part of the Assessment Contact and have recommended the Requirement met. All other Requirements in this Standard were not assessed, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Barossa Hills Fleurieu Local Health Network Incorporated, in relation to Kapunda Homes, Compliant with Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers. I have provided reasons for my finding in the specific Requirement below.

**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.*

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* Overall, consumers sampled considered that they feel like partners in the ongoing assessment and planning of their care and services. Three representatives confirmed assessments were completed on entry, and staff notify them when there are any changes.
* Assessment and planning is undertaken on entry and assist to inform the care plan which is used by staff to guide delivery of care and services. This includes assessment and identification of risk.
* Assessment processes are guided by policy and procedure documents and are the same for both respite and permanent admissions. Assessments are undertaken in relation to personal, clinical and lifestyle aspects of care.
* Care documentation sampled demonstrated all consumers have a care plan and assessments completed that are reflective of the care and services being provided.
* Consumer files are regularly monitored and reviewed to ensure all relevant assessments have been completed within a timely manner.
* Staff sampled were knowledgeable of consumers’ health and well-being, including risks, and how changes in consumers’ health and well-being are reported.
* Care staff confirmed they have access to care plans and are informed of changes to consumers’ care needs through handover process

Based on the information detailed above, I find Barossa Hills Fleurieu Local Health Network Incorporated, in relation to Kapunda Homes, Compliant with Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers.

# 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 assessed Requirement (3)(b) in Standard 3 Personal care and clinical care as part of the Assessment Contact and have recommended the Requirement met. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Barossa Hills Fleurieu Local Health Network Incorporated, in relation to Kapunda Homes, Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care. I have provided reasons for my finding in the specific Requirement below.

**Assessment of Standard 3 Requirements**

**Requirement 3(3)(b) Compliant**

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

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* Consumers sampled considered that they receive personal and clinical care that is safe and right for them. Consumers confirmed they felt safe at the service, staff were nice and provided them with the assistance they need**.**
* Care files sampled demonstrated high impact or high prevalence risks are identified through assessment processes and management strategies are developed and outlined in care plans. Care plans are reviewed in response to changes in consumers’ condition and following incidents.
* Care files sampled demonstrated appropriate management of high impact or high prevalence risks relating to falls, mobility and swallowing difficulties. Where high impact or high prevalence risks had been identified, assessments had been implemented, management strategies developed and/or reviewed, effectiveness of interventions evaluated and referrals to allied health professionals initiated.
* Care and clinical staff were knowledgeable about sampled consumers’ high impact or high prevalence risks and could detail strategies they implement to ensure consumers remain safe.

For the reasons detailed above, I find Barossa Hills Fleurieu Local Health Network Incorporated, in relation to Kapunda Homes, Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care.

# 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

The Assessment Team assessed Requirement (3)(a) in Standard 7 Human resources as part of the Assessment Contact and have recommended this Requirement met. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Barossa Hills Fleurieu Local Health Network Incorporated, in relation to Kapunda Homes, Compliant with Requirement (3)(a) in Standard 7 Human resources. I have provided reasons for my finding in the specific Requirement below.

**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 Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* Overall, consumers sampled considered they get quality care and services in a timely manner, they do not have to wait long when they use the call bell and staff have the appropriate experience and knowledge to safely attend to their care needs.
* There are processes to ensure the workforce composition is continually planned, analysed and reviewed to ensure the number and mix of members of the workforce deployed enables the delivery of safe, timely and quality care and services. There are processes to manage planned and unplanned leave.
* Management liaise closely with managers and other sites within the organisation to discuss any potential issues, including staffing, and strategies to minimise any risk. A Human resources manager is available to assist in recruitment and staffing issues.
* All clinical and care staff sampled said the number of staff is adequate for them to perform their role in a timely manner and to deliver safe and effective care and services.
* Feedback and complaints data sampled for the previous six month period did not include any complaints relating to staffing or call bell wait times.

For the reasons detailed above, I find Barossa Hills Fleurieu Local Health Network Incorporated, in relation to Kapunda Homes, Compliant with Requirement (3)(a) in Standard 7 Human resources.

# 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.