Karingal St Laurence

Performance Report

21-29 Reynolds Road
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**Commission ID:** 300445

**Provider name:** Karingal St Laurence Limited

**Assessment Contact - Site date:** 2 February 2021 to 3 February 2021

**Date of Performance Report:** 24 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Non-compliant** |
| Requirement 2(3)(a) | Non-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** | **Non-compliant** |
| Requirement 3(3)(a) | Non-compliant |
| Requirement 3(3)(b) | Non-compliant |
| Requirement 3(3)(d) | 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 19 February 2021

# STANDARD 2 NON-COMPLIANTOngoing 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 noted assessment processes generally identify each consumer’s current needs, goals and preferences, including risks associated with their care needs.

Care plans are provided to consumers and those involved in the consumers care.

The service’s assessment processes follow a defined process to identify each consumer’s individual care and service needs, including risks associated with their care, however, the Assessment Team noted not all relevant information regarding consumers assessed needs, risks and related strategies to manage these are populated in the care plan.

Consumer’s care and services are reviewed on a regular basis, however when a consumer moves to a higher-level package an assessment, care plan or agreement is not always completed.

The Assessment Team found that the service has not met one of the five requirements assessed under Standard 2.

The Quality Standard is assessed as Non-compliant as one of five specific requirements has been assessed as Non-compliant. 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) Non-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 found the service’s assessment processes follow a defined process to identify each consumer’s individual care and service needs, including risks associated with their care, however, the Assessment Team noted not all relevant information regarding consumers assessed needs, risks and related strategies to manage these are populated in the care plan.

The approved provider, in their response, supported the findings of the Assessment team and submitted a detailed improvement plan and work instructions for staff to address the issues identified.

### 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 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

The majority of consumers and/or their representatives confirmed consumers receives safe and effective clinical and/or personal care, however, where high impact or high prevalence risks associated with the care of consumers are identified these are not always managed safely.

The service’s assessment process do not lead to the development of a comprehensive care plan that document the consumer’s care need and how this is to be addresses in relation to both personal and clinical care.

Risks associated with the use of equipment in the home are not effectively managed and risks to consumer’s health and wellbeing not appropriately assessed.

The Assessment Team found two of the five requirements assessed under Standard 3 were not met.

The Quality Standard is assessed as Non-compliant as two of five specific requirements assessed have been assessed as Non-compliant. 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 Assessment Team found the service’s assessment process do not lead to the development of a comprehensive care plan that documents the consumer’s personal and clinical care need and how this is to be addressed to meet their needs and optimise health and wellbeing. Although consumers and their representatives confirmed they get the services and supports they need care plans do not address the consumer’s personal and clinical care needs.

The approved provider, in their response, supported the findings of the Assessment team and submitted a detailed improvement plan and work instructions for staff to address the issues identified.

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

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

The Assessment Team found the service is unable to demonstrate the effective management of high impact or high prevalent risks.Risks associated with the use of equipment in the home are not effectively managed and risks identified to consumer’s health and wellbeing not appropriately assessed. The use of a bed pole in a consumer’s home had not been assessed and repeated bruising to a consumer was not followed up.

The approved provider, in their response, supported the findings of the Assessment team and submitted a detailed improvement plan and work instructions for staff to address the issues identified.

### Requirement 3(3)(d) 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.*

### 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.

### Requirement 2(3)(a)

The service will ensure 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 3(3)(a)

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.

### Requirement 3(3)(b)

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