Karingal St Laurence

Performance Report

21-29 Reynolds Road   
HIGHTON VIC 3216  
Phone number: 03 5282 0087

**Commission ID:** 300445

**Provider name:** Karingal St Laurence Limited

**Assessment Contact - Desk date:** 7 September 2021 to 14 September 2021

**Date of Performance Report:** 20 October 2021

# 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.

# Services included in this assessment

**Home Care:**

* Home Care Packages Karingal St Laurence, 26997, 21-29 Reynolds Road, HIGHTON VIC 3216
* Home Care Packages Karingal St Laurence, 27001, 21-29 Reynolds Road, HIGHTON VIC 3216
* Home Care Packages Karingal St Laurence, 27002, 21-29 Reynolds Road, HIGHTON VIC 3216
* Home Care Packages Karingal St Laurence, 27005, 21-29 Reynolds Road, HIGHTON VIC 3216
* Home Care Packages Karingal St Laurence, 27006, 21-29 Reynolds Road, HIGHTON VIC 3216
* Home Care Packages Karingal St Laurence, 27003, 118-120 Armstrong Street South, BALLARAT VIC 3350
* Home Care Packages Karingal St Laurence, 27004, 118-120 Armstrong Street South, BALLARAT VIC 3350
* St Laurence (South Western) General, 18965, 118-120 Armstrong Street South, BALLARAT VIC 3350
* Home Care Packages Karingal St Laurence, 27003, 88 Wilson Street, HORSHAM VIC 3400
* Home Care Packages Karingal St Laurence, 27004, 88 Wilson Street, HORSHAM VIC 3400
* St Laurence (Barwon) - Koori, 18963, 88 Wilson Street, HORSHAM VIC 3400
* St Laurence (South Western) General, 18965, 88 Wilson Street, HORSHAM VIC 3400
* Home Care Packages Karingal St Laurence, 27001, 133 Timor Street, WARRNAMBOOL VIC 3280
* Home Care Packages Karingal St Laurence, 27002, 133 Timor Street, WARRNAMBOOL VIC 3280

**CHSP:**

* Specialised Support Services, 4-B8KNIUC, 21-29 Reynolds Road, HIGHTON VIC 3216
* Allied Health and Therapy Services, 4-B8HGERO, Barwarre Gardens (Various locations), 89 Barwarre Road, MARSHALL VIC 3216
* Centre-based Respite - Care Relationships and Carer Support, 4-B8HGEV3,

Barwarre Gardens (Various locations), 89 Barwarre Road, MARSHALL VIC 3216

* Cottage Respite - Care Relationships and Carer Support, 4-B8HGEYF,

Barwarre Gardens (Various locations), 89 Barwarre Road, MARSHALL VIC 3216

* Flexible Respite - Care Relationships and Carer Support, 4-B8KNIKF,

Barwarre Gardens (Various locations), 89 Barwarre Road, MARSHALL VIC 3216

* Social Support Group, 4-B8KNIR0, Barwarre Gardens (Various locations), 89 Barwarre Road, MARSHALL VIC 3216
* Specialised Support Services, 4-B8KNIUC, Barwarre Gardens (Various locations), 89 Barwarre Road, MARSHALL VIC 3216

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Non-compliant** |
| Requirement 2(3)(a) | Non-compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | 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 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 - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with staff, consumers/representatives and others
* the provider’s response to the Assessment Contact - Desk report received on 13 October 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

The Assessment Team assessed one requirement under this Standard and found it Non-Compliant.

## Assessment of Standard 2 Requirements

### 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.*

While the service has commenced actions to address issues identified at the last visit in relation to assessment and care planning, consumer files reviewed by the Assessment Team did not provide consistent information with respect to consumers’ risks and their well-being. The care plans reviewed do not consistently record consumers’ current services in place or the type of support they require. Some of the consumers’ files reviewed did not record the prevention strategies applied to manage identified risk. Consumers were overall satisfied that they are part of the assessment and care planning but some said they had to instruct unfamiliar staff on how to provide their care on occasions.

The provider’s response acknowledges and accepts the Assessment Team’s observations of inconsistency in relation to the transposition of information in assessment and care plans relating to client’s risks. The approved provider is investigating software vendors to identify possible solutions for an automated and integrated system to support improvements and enhance compliance.

# 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 two requirements under this Standard and found them complaint.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(a) 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.*

Consumers and representatives described services that were tailored to consumer needs and optimised consumer health and wellbeing. Feedback from consumers, representatives and staff described services delivered had been reviewed and updated when required and there was no adverse impact noted for consumers reviewed. Staff demonstrated a good understanding of individual consumers needs and preferences and services to be provided. However, the Assessment Team noted that care plans were not always updated following identified risk to consumer health and well-being or following changes in consumer needs.

### Requirement 3(3)(b) Compliant

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

Consumers and representatives said they are supported in making choices; care received is responsive to their changing condition. Although identified risks are not consistently documented across the care planning documents, the progress notes and feedback from case managers evidenced that high-impact and high-prevalence risks are identified and managed appropriately.

Feedback from direct workers regarding risk to each consumer was specific, detailed, and aligned with interviews from consumers and case managers.

# 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)

* Ensure the processes of assessment and planning for care are effective for all consumers and include consideration for risk to consumers’ health and wellbeing.
* Ensure staff have the skills and knowledge to meet the above.
* Ensure care documentation systems used by the organisation contain consistent and complete care information.