Karinya Residential Care

Performance Report

50 Felspar Street
NARROGIN WA 6312
Phone number: 08 9881 1677

**Commission ID:** 7222

**Provider name:** Narrogin Cottage Homes Inc

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

**Date of Performance Report:** 20 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | 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 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

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

The purpose of the Assessment Contact was to assess Requirement (3)(a) in relation to Standard 3 Personal care and clinical care. The Assessment Team recommended Requirement (3)(a) met and I agree with the Assessment Team and find the service Compliant with this Requirement. All other Requirements in this Standard were not assessed, and an overall assessment of the Standard was not completed.

Consumers and their representatives interviewed confirmed staff provide care that is tailored to their individual needs which enhances the consumers health and well-being. Consumers confirmed they have access to clinical staff, specialists and medical officers to manage their clinical needs.

Documentation and staff interviews confirmed the service uses best practice guidelines, assessment tools and procedures to guide staff in the assessment and delivery of personal and clinical care and staff have appropriate training to ensure they have the skills and knowledge to deliver care that is best practice. Assessments, care plans and progress notes show consumers clinical needs are assessed and managed in line with best practice and specialists and medical officers are involved in the planning and management of consumers with complex needs.

### 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.*

# 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

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

The purpose of the Assessment Contact was to assess Requirement (3)(a) in relation to Standard 7 Human resources. The Assessment Team recommended Requirement (3)(a) met and I agree with the Assessment Team and find the service Compliant with this Requirement. All other Requirements in this Standard were not assessed, and an overall assessment of the Standard was not completed.

Consumers interviewed confirmed there are sufficient numbers of staff to provide safe and quality care, they receive assistance in a timely manner and staff are not rushed when they provide care. Consumers confirmed staff are kind and caring and have the time to talk with them and staff know what their individual needs and preferences are.

Staff interviews and rostering documentation confirmed the service has a planned approach to ensure there are appropriate numbers and skill mix of staff, vacant shifts are filled and staff have sufficient time to perform their roles.

## 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.*

# 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.