Karri and Tuart Lodge

Performance Report

19 Hughie Edwards Drive   
MERRIWA WA 6030  
Phone number: 08 9400 3850

**Commission ID:** 7205

**Provider name:** Air Force Association (Western Australian Division) Incorporated

**Assessment Contact - Site date:** 23 February 2022

**Date of Performance Report:** 16 March 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 3 Personal care and clinical care** |  |
| Requirement 3(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
* the Performance Report dated 3 June 2021 for the Assessment Contact – Site undertaken 23 February 2021.

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

Requirement (3)(a) in Standard 3 was found Non-compliant following an Assessment Contact undertaken on 23 February 2021 where it was found the service did not demonstrate safe and effective clinical care that was best practice, tailored to consumer needs and optimised their health and well-being, as the service did not demonstrate an understanding of chemical restraint, or that when chemical restraint was used, it was used as a last resort after unsuccessful implementation of non-pharmacological strategies. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified at the Assessment Contact and have recommended Requirement (3)(a) met.

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 Air Force Association (Western Australian Division) Incorporated, in relation to Karri and Tuart Lodge, Compliant with Requirement (3)(a) 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)(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.*

The service was found Non-compliant with Requirement (3)(a) following an Assessment Contact undertaken on 23 February 2021 where it was found the service did not demonstrate safe and effective clinical care that was best practice, tailored to consumer needs and optimised their health and well-being, as the service did not demonstrate an understanding of chemical restraint, or that when chemical restraint was used, it was used as a last resort after unsuccessful implementation of non-pharmacological strategies. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Reviewed and updated the Restraint policy and Chemical restraint flow chart.
* Reviewed psychotropic medication usage and obtained Chemical restraint consents in consultation with General practitioners and consumers and/or representatives.
* Commenced a weekly review of as required psychotropic medication usage with referrals to General practitioners as required.

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:

* The Assessment Team indicated that evidence gathered through interviews, observations and documentation demonstrated actions initiated in response to the Non-compliance have addressed issues identified, specifically in relation to chemical restraint assessment, application, monitoring and review in line with the legislative requirements and best practice guidelines.
* Overall, consumers sampled considered that they receive personal care and clinical care that is safe and right for them. Consumers and representatives indicated consumers have access to General practitioners and allied health specialists when they need them.
* Assessment and care planning processes assist to identify each consumer’s personal and clinical care needs and preferences. Care and services are regularly reviewed, including in response to changes in consumers’ needs.
* Policies and procedures relating to best practice care are available to guide staff in delivery of care and services.
* Care files sampled demonstrated individualised care, which was safe, effective and tailored to consumers’ specific care needs and preferences. Documentation demonstrated appropriate management of specific areas of personal and clinical care, including behaviours, pain and continence.
* For consumer sampled, all care and nursing staff interviewed demonstrated knowledge of the consumers’ personal and clinical care needs and preferences.

For the reasons detailed above, I find Air Force Association (Western Australian Division) Incorporated, in relation to Karri and Tuart Lodge, Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care.

# 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.