Accreditation Decision and Report

**Decision to re-accredit service following a site audit**

**Service and approved provider details**

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| --- | --- |
| **Name of service:** | Killara Hostel |
| **RACS ID:** | 3532 |
| **Name of approved provider:** | Kooweerup Regional Health Service |
| **Address details:** | 215 Rossiter Road KOO WEE RUP VIC 3981 |
| **Date of site audit:** | 20 August 2019 to 22 August 2019 |

**Summary of decision**

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| **Decision made on:** | 26 September 2019 | |
| **Decision made by**: | Authorised delegate of the Aged Care Quality and Safety Commissioner (Commissioner) under section 76 of the *Aged Care Quality and Safety Commission Act 2018* to decide under section 41 of the *Aged Care Quality and Safety Commission Rules 2018* (Rules) about the accreditation of a service. | |
| **Decision:** | To re-accredit the service under section 41 of the Rules. | |
| **Further period of accreditation:** | 06 December 2019 to 06 December 2022 | |
| **Assessment of performance with the Aged Care Quality Standards** | | |
| Standard 1 Consumer dignity and choice | | Met |
| Standard 2 Ongoing assessment and planning with consumers | | Met |
| Standard 3 Personal care and clinical care | | Met |
| Standard 4 Services and supports for daily living | | Met |
| Standard 5 Organisation’s service environment | | Met |
| Standard 6 Feedback and complaints | | Met |
| Standard 7 Human resources | | Met |
| Standard 8 Organisational governance | | Met |

**This decision is published on the Aged Care Quality and Safety Commission’s (Commission) website under section 48 of the Rules.**

## Introduction

**This is the report of an assessment of Killara Hostel (the Service) conducted from 20 August 2019 to 22 August 2019.**

**This assessment was conducted for the purposes of assessing the provider’s performance in relation to the Service against the Aged Care Quality Standards (the Quality Standards) in accordance with the Aged Care Quality and Safety Commission Rules 2018.**

This report details the findings of this performance assessment and contains a detailed report about the performance of the Service against each Quality Standard assessed and the requirements within each Quality Standard assessed rated as either, Met or Not Met.

For a ‘Not met’ finding, the Assessment Team has provided information about why the requirement was Not Met.

This Report is to be read in conjunction with the Quality Standards.

## Assessment Details

The assessment was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

The following interviews were undertaken:

| **Type** | **Number** |
| --- | --- |
| Consumers and representatives | 15 |
| Management | 4 |
| Clinical staff | 3 |
| Care staff | 4 |
| Hospitality and environmental services staff | 4 |
| Lifestyle staff | 2 |
| Volunteer | 1 |

## Detailed findings

This section covers information about the assessment of the provider’s performance, in relation to the service, against each of the requirements of the Quality Standards that were assessed.

### Standard 1: Consumer dignity and choice Met

#### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

#### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

#### Summary of Assessment of Standard 1:

The Assessment Team recommend that the organisation has met all six requirements under Standard 1.

Consumers said they are treated with dignity and respect and can make informed choices. Of consumers and representatives who participated in a consumer experience interview 100% agreed staff treat them with respect, 100% said they are encouraged to do as much as possible for themselves and 100% said staff explain things to them. Feedback through other interviews highlighted consistent consumer satisfaction regarding how staff identified their individual needs and preferences.

The service seeks information through regular consumer surveys, meetings, consumer focus groups and formal and informal complaints mechanisms. The service demonstrated they actively promote a range of activities that support a wide range of cultural needs. Consumers say staff make their visitors feel welcome to the service. Staff were observed to interact with consumers patiently and respectfully and could readily identify consumers’ individual preferences and interests. Workforce orientation and training supports cultural safety.

All consumers interviewed confirmed they are encouraged to do as much as possible for themselves, can make decisions about their life and felt heard when they tell staff what matters to them. Staff provided a number of meaningful examples of how they promote individuality and independence. Staff confirmed that consumers’ choices are respected and supported even when it involves an element of risk.

Consumers reported they are satisfied with communication from staff and that care and services, including personal care are undertaken in a way that respects their privacy. Staff gave examples of how they maintain the privacy of individuals. Consumers were confident their information was kept confidential and nurses’ stations were secure.

#### Requirements:

Standard 1 Requirement 3(a) Met

The organisation demonstrates that each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

##### **Standard 1 Requirement 3(b)** **Met**

The organisation demonstrates that care and services are culturally safe.

Standard 1 Requirement 3(c) Met

The organisation demonstrates that each consumer is supported to exercise choice and independence, including to:

1. make decisions about their own care and the way care and services are delivered; and
2. make decisions about when family, friends, carers or others should be involved in their care; and
3. communicate their decisions; and
4. make connections with others and maintain relationships of choice, including intimate relationships.

Standard 1 Requirement 3(d) Met

The organisation demonstrates that each consumer is supported to take risks to enable them to live the best life they can.

Standard 1 Requirement 3(e) Met

The organisation demonstrates that information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.

Standard 1 Requirement 3(f) Met

The organisation demonstrates that each consumer’s privacy is respected and personal information is kept confidential.

### Standard 2: Ongoing assessment and planning with consumers Met

#### Consumer outcome:

1. 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.

#### Summary of Assessment of Standard 2:

The Assessment Team recommend that the organisation has met all five requirements under Standard 2.

Of consumers who participated in a consumer experience interview 92% agreed they have a say in their daily activities. One consumer said their enjoyment of activities is not sought from them. All consumers and representatives interviewed could not recall if their care plans were discussed with them or whether they received a copy of their care plan, however all consumers agreed they are receiving the care they need. Consumers said they feel safe and are confident that staff listen to their preferences and concerns and that the service obtains input from other professionals to ensure consumers receive the right care and services to meet their needs.

Relevant staff interviewed showed they understood the process of updating and reviewing care plans and how they were notified of changes to care. Staff were able to identify how they work with others including medical officers, allied health professionals, carers and family to deliver tailored care and monitor and review the plan as needed.

Each of the care plans reviewed by the Assessment Team evidenced that the plans had been recently reviewed with changes made where necessary. Advanced care plans included consumer preferences for end of life care. In the event consumers did not wish to discuss end of life care, staff respected and documented this decision.

Staff demonstrated how adverse incidents or near miss events are identified, documented and reviewed by the service and inform continuous improvement at the service.

#### Requirements:

Standard 2 Requirement 3(a) Met

The organisation demonstrates that 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.

##### **Standard 2 Requirement 3(b)** **Met**

The organisation demonstrates that 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.

Standard 2 Requirement 3(c) Met

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.

Standard 2 Requirement 3(d) Met

The organisation demonstrates that 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.

Standard 2 Requirement 3(e) Met

The organisation demonstrates that 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: Personal care and clinical care Met

#### 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.

#### Summary of Assessment of Standard 3:

The Assessment Team recommend that the organisation has met all seven requirements under Standard 3.

The service demonstrates it delivers safe and effective personal and clinical care in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

Of consumers who participated in a consumer experience interview,100% of consumers agreed they get the care they need. Consumers provided various examples of how staff ensured the care provided was safe and right for them, including by regularly asking them about their care and the way it was delivered.

Staff could describe how they ensure care is according to consumers’ preferences and right for them. Staff were able to identify inherent risks of consumer choices and supported them by explaining the risks to them in a manner that the consumer understands.

Each of the plans of care reviewed by the Assessment Team promoted the delivery of safe and effective care. Care plans contained advanced care planning and consumers’ clinical goals of care.

The service demonstrated that they have a suite of policies and procedures underpinning the delivery of care and how they review practice and policies to ensure they remain accurate and current.

#### Requirements:

Standard 3 Requirement 3(a) Met

The organisation demonstrates that 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 3 Requirement 3(b) Met

The organisation demonstrates effective management of high impact or high prevalence risks associated with the care of each consumer.

Standard 3 Requirement 3(c) Met

The organisation demonstrates that the needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.

Standard 3 Requirement 3(d) Met

The organisation demonstrates that 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.

Standard 3 Requirement 3(e) Met

The organisation demonstrates that information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.

Standard 3 Requirement 3(f) Met

The organisation demonstrates timely and appropriate referrals to individuals, other organisations and providers of other care and services.

Standard 3 Requirement 3(g) Met

The organisation demonstrates 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.

### Standard 4: Services and supports for daily living Met

#### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and   
   well-being and that enable me to do the things I want to do.

#### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

#### Summary of Assessment of Standard 4:

The Assessment Team recommends that the organisation has met all seven requirements under Standard 4.

Consumers interviewed confirmed satisfaction with services and supports for daily living that meets their needs. Consumers said they are supported to participate within their community, do things of interest to them and maintain social and personal relationships. Their emotional and spiritual needs were considerations in care provision. Consumers said any changes in their condition is discussed with them and where needed referred to other health professionals in a timely manner.

Of consumers and representatives who participated in a consumer experience interview 54% liked the meals always or most of the time with others saying food temperature and variety could be improved. Management continues to consult with consumers to increase satisfaction of their dining experience.

The service demonstrated each consumer gets safe and effective services and supports for daily living that meet their needs and preferences. Care and lifestyle staff adapt ways to support consumers to live the life they want. Staff were observed to provide positive interactions with consumers and when interviewed were able to identify particular consumers who needed additional support.

The service demonstrated timely referrals to other organisations and provides safe, suitable and well-maintained equipment and staff are appropriately trained to use the equipment. The service monitors and reviews each requirement in this Standard using a regular auditing program, feedback mechanisms and survey results. The organisation demonstrated how these inform improvements to the service.

#### Requirements:

Standard 4 Requirement 3(a) Met

The organisation demonstrates that each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.

Standard 4 Requirement 3(b) Met

The organisation demonstrates that services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.

Standard 4 Requirement 3(c) Met

The organisation demonstrates that services and supports for daily living assist each consumer to:

1. participate in their community within and outside the organisation’s service environment; and
2. have social and personal relationships; and
3. do the things of interest to them.

Standard 4 Requirement 3(d) Met

The organisation demonstrates that information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

Standard 4 Requirement 3(e) Met

The organisation demonstrates timely and appropriate referrals to individuals, other organisations and providers of other care and services.

Standard 4 Requirement 3(f) Met

The organisation demonstrates that where meals are provided, they are varied and of suitable quality and quantity.

Standard 4 Requirement 3(g) Met

The organisation demonstrates that where equipment is provided, it is safe, suitable, clean and well maintained.

### Standard 5: Organisation’s service environment Met

#### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

#### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

#### Summary of Assessment of Standard 5:

The Assessment Team recommend that the organisation has met all three requirements under Standard 5.

Of consumers and representatives who participated in a consumer experience interview 85% feel at home at the service and 100% feel safe at the service. Consumers who did not feel at home indicated this was because it was not their home.

The service environment was observed to be welcoming with individual rooms decorated with photographs and other personal items. Consumers interviewed commented on their satisfaction of their rooms and how they were able to bring items from their homes. Consumers expressed satisfaction they are able to move around freely within the building and access the external living areas.

Staff and consumers said cleaning and laundry services are satisfactory. Maintenance requests by prioritised with timely repairs. Cleaning schedules and preventative maintenance are in place and monitored by internal environmental audits. Staff demonstrated an understanding of the services procedures to ensure a safe living environment. Management demonstrated how feedback and monitoring processes result in continuous improvements at the service.

#### Requirements:

Standard 5 Requirement 3(a) Met

The organisation demonstrates that the service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.

Standard 5 Requirement 3(b) Met

The organisation demonstrates that the service environment:

1. is safe, clean, well maintained and comfortable; and
2. enables consumers to move freely, both indoors and outdoors.

Standard 5 Requirement 3(c) Met

The organisation demonstrates that furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

### Standard 6: Feedback and complaints Met

#### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

#### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

#### Summary of Assessment of Standard 6:

The Assessment Team recommend that the organisation has met all four requirements under Standard 6.

The organisation demonstrated that consumers are encouraged and supported to provide feedback and make complaints and have appropriate action taken in response to their complaints. Feedback and complaints are reviewed and used to improve services.

Of consumers and representatives who participated in a consumer experience interview 100% said staff follow up when they raise things with them. Consumers and representatives expressed in different ways they either had no cause to complain or would raise their concern with staff who offered encouragement and support when providing feedback and complaints. Staff interviewed were able to give examples of ways to assist consumers to complain by providing forms and immediately escalating the matter to the nurse or management as appropriate.

Information on internal and external feedback and complaint processes are displayed on noticeboards in part of the service, however were not accessible to consumers in the memory support area of the service. Management were arranging for additional information to be provided. Consumers are also able to raise complaints through consumer meetings, a visiting ‘Persons Advocate Liaison Service’ and focus groups. The organisation has developed an open disclosure framework and management demonstrated an awareness of this describing a recent example of open disclosure.

Management analyse feedback information for trends, discuss at meetings and identify improvements which are documented on the continuous improvement plan. Management also seek and encourage consumer input at their Consumer Advisory Committee meetings.

#### Requirements:

##### **Standard 6 Requirement 3(a)** **Met**

The organisation demonstrates that consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

Standard 6 Requirement 3(b) Met

The organisation demonstrates that consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

Standard 6 Requirement 3(c) Met

The organisation demonstrates that appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

Standard 6 Requirement 3(d) Met

The organisation demonstrates that feedback and complaints are reviewed and used to improve the quality of care and services.

### Standard 7: Human resources Met

#### 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.

#### Summary of Assessment of Standard 7:

The Assessment Team recommend that the organisation has met all five requirements under Standard 7.

The organisation demonstrated that the workforce is planned to enable and the number and mix of members of the workforce deployed enables, the delivery and management of safe, respectful and quality care and services.

Consumers provided positive feedback about the workforce. Of consumers and representatives who participated in a consumer experience interview 100% agreed staff are kind and caring and 100% of consumers agreed that staff know what they are doing. Consumers confirmed they feel staff value their identity, culture and diversity and their preferences are respected. Consumer feedback and observations by the Assessment Team showed staff interacting with consumers in kind, caring and respectful ways. While consumer feedback was positive towards staff, two consumers expressed dissatisfaction with staffing availability.

Staff interviewed were satisfied that they have enough time to complete their tasks and said they support each other with team work. All staff spoke positively about access to education. Staff identify the process to access consumers’ care plans to meet the care needs of consumers and identify the work instructions given are clear and updated regularly. Verbal and written handover is also conducted on each shift.

Management explained, and documentation confirmed the service has processes in place for rostering of staff and replacing unplanned leave. Staff provided examples of occasions where the roster has been adjusted to meet the changing needs of consumers.

Staff interviewed were also satisfied that they have an awareness of relevant work instructions and confirmed they received copies of position descriptions on commencement of employment. Recruitment, selection, induction and orientation processes ensure staff have the required knowledge, qualifications and skills to deliver services. The organisation monitors staff compliance including nursing registrations, police checks and monthly reports are provided to management of the service.

#### Requirements:

Standard 7 Requirement 3(a) Met

The organisation demonstrates that 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.

Standard 7 Requirement 3(b) Met

The organisation demonstrates that workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.

Standard 7 Requirement 3(c) Met

The organisation demonstrates that the workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.

Standard 7 Requirement 3(d) Met

The organisation demonstrates that the workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.

Standard 7 Requirement 3(e) Met

The organisation demonstrates that regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.

### Standard 8: Organisational governance Met

#### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

#### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

#### Summary of Assessment of Standard 8:

#### The Assessment Team recommend that the organisation has met all five requirements under Standard 8.

The service demonstrates the organisation’s governing body is accountable for the delivery of safe and quality care and services.

Of consumers and representatives who participated in a consumer experience interview 92% agreed the service is well run. Consumers and representatives said in various ways there are opportunities for them to be involved in care and services, design and delivery. These include consumer and representative meetings, focus groups and one to one meetings with staff or management when requested. The service demonstrated they involve consumers in the development, delivery and evaluation of care and services, providing examples of consumers being invited to participate in Consumer Advisory Meetings. Staff show informal consultation occurs and records show the service are strengthening care plan consultations with consumers.

Service performance is monitored and reviewed at organisational level through review of key performance data including incident data, review of consumers and representative feedback and satisfaction surveys with results provided to management and the Board as appropriate. There are dedicated responsibilities and reporting requirements in relation to information, financial and workforce governance, regulatory compliance and feedback and complaints.

High risk or high prevalence risk management includes individual consumers being provided information regarding their right to take risk and completion of risk assessments by staff. These results, as well as minimising the use of restraint are reviewed and addressed in management meetings.

#### Requirements:

Standard 8 Requirement 3(a) Met

The organisation demonstrates that consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

Standard 8 Requirement 3(b) Met

The organisation demonstrates that the organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

Standard 8 Requirement 3(c) Met

The organisation demonstrates effective organisation wide governance systems relating to the following:

1. information management;
2. continuous improvement;
3. financial governance;
4. workforce governance, including the assignment of clear responsibilities and accountabilities;
5. regulatory compliance;
6. feedback and complaints.

Standard 8 Requirement 3(d) Met

The organisation demonstrates effective risk management systems and practices, including but not limited to the following:

1. managing high impact or high prevalence risks associated with the care of consumers;
2. identifying and responding to abuse and neglect of consumers;
3. supporting consumers to live the best life they can.

Standard 8 Requirement 3(e) Met

The organisation demonstrates that where clinical care is provided—a clinical governance framework, including but not limited to the following:

1. antimicrobial stewardship;
2. minimising the use of restraint;
3. open disclosure.