Klemzig Residential Care Services

Performance Report

2 Leighton Avenue   
KLEMZIG SA 5087  
Phone number: 08 8266 2233

**Commission ID:** 6957

**Provider name:** Hahndorf Holdings Pty Ltd

**Assessment Contact - Site date:** 22 March 2021

**Date of Performance Report:** 21 May 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(b) | 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 consumers, representatives, staff 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

The Assessment Team assessed Requirement (3)(b) in relation to Standard 3 and have recommended this Requirement met. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 3 Requirement (3)(b) and find the service Compliant with Requirement (3)(b). The reasons for the finding are detailed in the specific Requirement below.

### Assessment of Standard 3 Requirements

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

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

In relation to Standard 3 Requirement (3)(b), information provided to the Assessment Team by consumers, representatives and staff through interviews, and documentation sampled demonstrated:

Consumers and representatives sampled confirmed consumers receive the personal and clinical care they need and were satisfied with management of consumers’ high impact or high prevalence risks. Staff sampled were knowledgeable about consumers, demonstrated an awareness of consumers who were high risk and described strategies, in line with consumer care plans, they implement to ensure consumers remain safe.

A sample of consumer files sampled demonstrated high impact or high prevalence risks are identified and management strategies implemented. Risks considered included weight management, blood glucose monitoring, blood pressure monitoring, pain management and falls risks. Care files demonstrated where risks are identified, actions are implemented, including increased monitoring and referrals to Medical officers and allied health professionals.

Care files for two consumers who had incidents involving self-harm demonstrated the service implemented a range of actions in response to the incidents, including provision of emotional support, referral to allied health specialists and increased monitoring. Information relating to allied health recommendations and management strategies to be implemented was provided to staff through meeting forums.

The service has monitoring processes in place to ensure high impact or high prevalence risks associated with the care of each consumer are effectively managed.

Based on the information detailed above, I find Hahndorf Holdings Pty Ltd, in relation to Klemzig Residential Care Services, Compliant with Requirement (3)(b) in Standard 3.

# 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.