Local Guardians Home Care

Performance Report

4/24 Albert Road   
SOUTH MELBOURNE VIC 3205  
Phone number: 03 9008 9992

**Commission ID:** 301040

**Provider name:** Local Guardians Pty Ltd

**Assessment Contact - Site date:** 3 February 2021

**Date of Performance Report:** 23 March 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Non-compliant** |
| Requirement 2(3)(a) | Non-compliant |
| **Standard 3 Personal care and clinical care** | Non-compliant |
| Requirement 3(3)(a) | **Non-compliant** |
| Requirement 3(3)(g) | Non-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 visit, observations at the service, review of documents and interviews with staff, consumers/representatives and others.
* the provider’s response to the Assessment Contact - Site report received 15 February 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

Care plans were not always reflective of the consumers’ current care needs. Medical and health considerations were not consistently documented and used to inform safe and effective care and services.

One (1) specific requirement of this Standard were assessed and I have found it to be Non-Compliant. A decision of Non-compliant in one or more requirements results in a decision of Non-compliant for the Quality Standard.

### 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.*

The Assessment team found that not all consumers and representatives have comprehensive assessment and planning which takes into consideration risks to consumers’ health and wellbeing. While care plans generally contained a comprehensive overview of the consumers’ background and interests, medical and health considerations were not consistently documented and used to inform safe and effective care and services, including in areas such as continence care, pain management, cognition, skin integrity/wound care and medication and any potential adverse impact for the consumer. Care plans were not always reflective of the consumers’ current care needs.

In its response the provider set out the measures it had or would implement to address the issues identified, including undertaking full assessments for all new and current consumers with each reviewed by a Registered Nurse, quality assurance of care plans, and review of care needs on a regular basis or as required.

While I acknowledge these improvements and the provider’s engagement with the issues, I consider the provider needs time to embed these improvements and demonstrate their sustainability.

I find this requirement Non-Compliant.

# STANDARD 3 NON-COMPLIANT 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 provider could not demonstrate that all consumers receive safe personal care and clinical care that is best practice or that it had implemented infection control precautions to prevent, mitigate and respond to infection related risk such as a potential COVID-19 outbreak for consumers.

Two of the seven specific requirements of this Standard were assessed and I have found both of those requirements to be Non-Compliant. A decision of Non-compliant in one or more requirements results in a decision of Non-compliant for the Quality Standard.

### Requirement 3(3)(a) Non-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 Assessment Team found that the service could not demonstrate that all consumers receive safe personal care and clinical care that is best practice. Care planning documents did not reflect a consumer’s changing care needs or cognitive decline and a risk assessment was not in place for the safe use of bed rails. The organisation did not assess and monitor potential risks to the consumer and were unaware of current supports such as allied health input. No incident analysis was undertaken following an event involving this consumer.

The Assessment Team also found that Management could not identify who their vulnerable, complex care needs consumers were. The organisation does not collate or trend incident data and could not source information on high risk incidents and responses to mitigate and reduce harm to consumers.

In its response the provider set out the measures it had or would implement to address the issues identified, including incident reporting and trend analysis, use of a monthly reporting template to provide an overview of all activities, education and training and review of care needs on a regular basis or as required.

While I acknowledge these improvements and the provider’s engagement with the issues, I consider the provider needs time to embed these improvements and demonstrate their sustainability.

I find this requirement Non-Compliant.

### Requirement 3(3)(g) Non-compliant

*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.*

The Assessment Team found that the provider could not demonstrate it had implemented infection control precautions to prevent, mitigate and respond to infection related risk such as a potential COVID-19 outbreak for consumers. A COVID-19 management plan or similar was not available. Management was unaware if care staff were attending to COVID-19 screening before entry to consumers’ homes or what infection control training staff received.

In its response the provider set out the measures it had or would implement to address the issues identified, including having all care staff complete infection control training and reviewing Infection Control Policies, updating its Disaster Recovery plan to include a strategy for an infectious disease outbreak to include COVID-19 and conducting Infection Control audits.

While I acknowledge these improvements and the provider’s engagement with the issues, I consider the provider needs time to embed these improvements and demonstrate their sustainability.

# 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.

# Standard 2

### Requirement 2(3)(a)

*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.*

Demonstrate 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, and in particular thatmedical and health considerations are consistently documented, and considered in the provision of care and services.

# Standard 3

### Requirement 3(3)(a)

*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.*

Ensure each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, including but not limited to:

* maintaining awareness of consumers changing care needs or cognitive decline and taking action to address this
* assessing and monitoring risks to consumers including maintaining an ongoing awareness of consumers who are vulnerable and have complex care needs, and involving appropriate health professionals in a timely manner
* Collating and trending incident data and conducting appropriate analysis of incidents.

**Requirement 3(3)(g)**

*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.*

Implement control precautions, procedures and systems to prevent, mitigate and respond to infection related risks such as a potential or actual COVID-19 outbreak for consumers, and monitor the implementation and effectiveness of these processes.