Marcus Loane House

Performance Report

6-14 Macpherson St
Warriewood NSW 2102
Phone number: 02 9998 3340

**Commission ID:** 0887

**Provider name:** Anglican Community Services

**Assessment Contact - Site date:** 21 July 2020

**Date of Performance Report:** 11 September 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(b) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(d) | Compliant |
| Requirement 3(3)(e) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(c) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(e) | 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 2 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

The Assessment Team found that consumers partner in the assessment and planning at the service. Consumers stated they like being part of the care planning and case conferencing processes.

Assessment and planning are used by staff to inform delivery of safe and effective care and services to consumers.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) 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 assessment and planning at the service includes the consideration of each consumer’s health and well-being. Assessment and planning are used by staff to inform delivery of safe and effective care and services to consumers. The care plans reviewed were observed to contain evidence of regular assessment and reviews and adjustments to care whenever changes in the consumer's condition occurred.

The assessment team provided examples where consumer's choice, needs and preferences were documented. Evidence was provided of how these choice, needs and preferences were implemented in the provision of care resulting in optimum outcomes for consumers.

Consumers and representatives interviewed confirmed they are involved in the care planning process. Interviewees also confirmed they have access to their completed care plans if and when they wish.

Registered and enrolled nurses interviewed advised the Assessment Team that assessment and care planning is utilised to ensure the care provided to consumers at the service aligns with their wishes and clinical needs.

I have reviewed these findings and consider that the organisation is compliant with this requirement.

### Requirement 2(3)(b) Compliant

*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.*

The assessment team found the organisation adequately demonstrated understanding and application of this requirement, such as processes for monitoring and reviewing consumer current needs, goals and preferences including in relation to advanced care planning and end of life planning.

The assessment team found consumers could describe what is important to them in terms of how their care is delivered. This information was reflected in the consumer's care planning documents and during staff interviews. Consumers said staff are knowledgeable about what is important to them, commenting they are pleased with the care provided as it is delivered according to their wishes.

Through the review of care planning documentation, interviews with consumers, their representatives and staff the Assessment Team identified that advance care directives and/or end of life planning is carried out with consumers.

I have reviewed these findings and consider that the organisation is compliant with this requirement.

### Requirement 2(3)(e) Compliant

*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.*

The Assessment team found for the sampled consumers, care and services were regularly reviewed for effectiveness. Assessment and care plans are updated at least six-monthly, but usually more frequently, in response to a change in the consumer’s condition, goals or preferences and following incidents.

Through reviewing care planning documentation and interviews with consumers and staff the Assessment Team identified a range of examples which demonstrate the regular review of care and services. Examples include but are not limited to the regular review of psychotropic medication use, changes to mobility needs, skin integrity and pressure area care needs, falls management and pain management.

I have reviewed these findings and consider that the organisation is compliant with this requirement.

# 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – their care plans and assessments were reviewed and staff were asked about how they ensure the delivery of safe and effective care for consumers. The team also examined relevant documents.

Overall sampled consumers and representatives considered that they receive personal care and clinical care that is safe and right for them. Consumers and representatives interviewed confirmed they get the care they need including, for example, .

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

### 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 Assessment Team’s review of sampled consumer’s files identified that consumers at the service receive safe and effective personal and clinical care. Overall consumers sampled said they receive the care and service they need, the way they want them. They explained they feel they are consulted in the way care is delivered, and staff respect their preferences.

Staff demonstrated good understanding on the principles of safe and effective care provision. They outlined the importance of consumer consultation and partnership in care development and review.

Registered nurses and care staff advised they have access to best practice resources via the organisation’s intranet, policies and procedures, and they use these resources to inform the care they provide.

I have reviewed these findings and consider that the organisation is compliant with this requirement.

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

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

The Assessment Team identified through document review and staff interviews that the organisation records high impact-high prevalence clinical and personal care risks for consumers. The service uses risk assessments to find ways to reduce these risks, that are completed in consultation with the consumer. The service manages risks related to each consumer, in line with the consumer’s care plan, to ensure that consumers are able to safely maintain their best level of independence and function.

High impact, high prevalence risks identified and reviewed by the Assessment Team include the risk of falls, infection risks associated with indwelling urinary catheter management, diabetic management pain management, pressure injury prevention and management and the management of restraint practices.

The Assessment Team found the service has a system to trend and analyse the adverse outcomes of risks associated with the care of each consumer. Where consumers and/or their representative make choices that are contrary to the recommendations of specialist providers, potential risks are discussed along with the benefit to the consumer and documented on risk assessments.

I have reviewed these findings and consider that the organisation is compliant with this requirement.

### Requirement 3(3)(d) Compliant

*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.*

The Assessment Team found evidence of the service’s timely response to deterioration or changes in consumer’s capacity or condition. Staff interviews confirmed know the consumer’s well, recognising acute and subtle changes in the consumer condition and take appropriate action. Care planning documents and progress notes for the consumers sampled reflect the identification and response to deterioration or changes in consumer condition.

Consumers interviewed by the Assessment Team advised a high level of satisfaction with the care received and were confident staff would recognise if they were not feeling well or were low in mood and would do something about it.

Staff and consumer interviews, documentation reviewed by the Assessment Team and evidence of the implementation of a new assessment tool demonstrate the service's capacity to recognise and respond to a consumer's deterioration.

I have reviewed these findings and consider that the organisation is compliant with this requirement.

### Requirement 3(3)(e) Compliant

*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.*

Overall consumers and a representative interviewed advised staff knew them (or their relative) well and they did not need to repeat any information or advise staff of changes in care.

The assessment team observed verbal communication processes operating at the service, carried out staff and consumer interviews and reviewed documentation which confirmed 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.

I have reviewed these findings and consider that the organisation is compliant with this requirement.

# 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

To understand the consumer’s experience and how the organisation understands and applies the individual requirements within this Standard, the Assessment Team spoke with consumers about their experience of the staff, interviewed staff, and reviewed a range of records including, training records and performance reviews.

Overall sampled consumers considered they get quality care and services when they need them, from people who are knowledgeable, capable and caring. For example, feedback from consumers indicated they felt staff are kind and caring in their interactions and are knowledgeable about the consumer's care needs.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(c) Compliant

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

The assessment team found that the service has systems in place to monitor workforce competencies on a regular basis. Management monitors staff practices and knowledge of quality care delivery ensuring they are skilled to provide effective care and services. Consumers stated to the Assessment Team they are satisfied with staff knowledge and the manner in which care is provided.

Staff feel supported by management and are confident they are providing quality care for the consumer at the service. Management has protocols in place to address issues raised about staff and their practices in providing care and performing their roles.

I have reviewed these findings and consider that the organisation is compliant with this requirement.

# STANDARD 8 Organisational governance

### 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.

## Assessment of Standard 8

To understand how the organisation understands and applies the requirements within this Standard, the Assessment Team spoke with management and staff and reviewed relevant systems and processes relating to the organisational governance underpinning the delivery of care and services (as assessed through other Standards).

The assessment team found that the service has systems in place to ensure quality care and service for all consumers. The organisation’s quality governance framework ensures all services and staff work within their scope of practice and deliver quality care and services.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(e) Compliant

*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.*

The Assessment Team found the organisation has a clinical governance framework. The framework provides support to management and staff through the implementation, review and monitoring of clinical governance documentation and practices, and the collection of service data reflecting quality of care for consumers. The framework includes policies on microbial stewardship, minimising the use of restraint and open disclosure. Staff demonstrated knowledge of policies and procedures across the organisation and know where to access these documents to assist them with their role in providing care and service for consumers.

I have reviewed these findings and consider that the organisation is compliant with this requirement.

# 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.