Mark Moran Home Care

Performance Report

2 Laguna Street   
VAUCLUSE NSW 2030  
Phone number: 02 9366 7000

**Commission ID:** 201448

**Provider name:** Mark Moran Group Pty Limited

**Assessment Contact - Site date:** 9 September 2020

**Date of Performance Report:** 13 November 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Non-compliant** |
| Requirement 2(3)(b) | Non-compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(d) | Compliant |
| **Standard 8 Organisational governance** | **Non-compliant** |
| Requirement 8(3)(d) | 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 considered 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, and consumers
* the provider’s response to the Assessment Contact - Site report received 6 October 2020.

# 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

To understand the consumer’s experience and how the organisation understands and applies the requirements the Assessment Team spoke to a consumer, staff and management and reviewed care planning documents in detail.

The Assessment Team interviewed the consumer, asking the consumer about how they are involved in assessment and care planning, reviewed their care planning documents in detail, and interviewed staff about how they use assessment and care planning documents and review these on an ongoing basis.

The Assessment Team found that the consumer had not been involved in assessment while receiving home care services. The Assessment Team found that assessment, planning, care documentation and on-going monitoring of consumer needs did not always identify and address the consumer’s current needs, goals and preferences.

One (1) of the five specific requirements of this Quality Standard was 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.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(b) Non-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 that detailed assessment of current needs and a care plan to support guidance of care delivery based on current assessments was not evident in care planning documentation for the consumer to whom care was being provided. Transfer of assessment and care planning information from residential care to the Home Care package did not occur. Care plans were not reviewed in accordance with the organisation’s policy requirements.

The consumer’s feedback provided instances where communication with staff was not optimal and that concerns were not acknowledged or listened to, and that care was not always provided in a timely manner.

The Assessment Team found that care staff did not document or escalate clinical issues with the registered nurse when these concerns were identified by the consumer. Assessment, on-going monitoring and strategies to manage skin integrity were not consistently implemented, documented or evaluated. Inconsistencies in documentation of skin integrity were identified by the Assessment Team

I acknowledge the Approved Provider’s response which provided details of actions taken and strategies implemented to manage the issues identified during the Assessment Contact. The Approved Provider has initiated a family conference with the consumer, reassessed current needs and developed care plans in accordance with these assessments.

I acknowledge the comprehensive steps taken by the approved provider to correct and manage issues identified. However, I find that that at the time of the assessment contact the Approved Provider did not demonstrate that assessment and planning identified and addressed the consumer’s current needs, goals and preferences.

I find the approved provider Non-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

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

## Assessment of Standard 7 Requirements

### Requirement 7(3)(d) Compliant

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

I have reviewed the information provided by the Assessment Team and find that the approved provider is compliant with this requirement.

# STANDARD 8 NON-COMPLIANT 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 the consumer’s experience and how the organisation partners with them to improve care and service the Assessment Team spoke to consumers, staff and management and reviewed care planning documents, policies and procedures and other documentation relevant to this Standard.

I have found that that high-impact and high-prevalence risks for the consumer being provided with home care services was not always identified, monitored, documented or effectively managed.

One (1) of the five specific requirements of this Quality Standard was 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.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(d) Non-compliant

*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.*
4. *antimicrobial stewardship;*
5. *minimising the use of restraint;*
6. *open disclosure.*

The Assessment Team found that high impact and high prevalence risks associated with the care of a consumer receiving home care services was not always effectively managed. Consumer risks and care needs were not always identified, documented or actioned appropriately. The Assessment Team interviewed the consumer and care staff and identified that there was a breakdown in communication. Systems and processes to assess, plan care, provide services and monitor the effectiveness of strategies implemented were not effective.

The Approved Provider’s response acknowledged that systems and processes to support the consumer in the provision of home care services had not been adequately implemented. The response identified issues raised by the Assessment Team and provided a summary of the progress being made to address the areas raised.

I acknowledge the Approved Provider’s comprehensive response however I consider that at the time of the Assessment Contact effective risk management systems and practices for managing high impact or high prevalence risks associated with the care of consumers were not demonstrated.

I find the approved provider Non-compliant with this requirement.

# 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)(b)

*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.*

* Ensurethat assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including but not limited to skin integrity through further staff training in the areas of documentation, assessment, care planning and escalation of care needs and risks.

**Standard 8**

### Requirement 8(3)(d)

*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.*
4. *antimicrobial stewardship;*
5. *minimising the use of restraint;*
6. *open disclosure.*

* Implement effective risk management systems and practices, including but not limited to managing high impact or high prevalence risks associated with the care of consumers
* Monitor the effectiveness of these systems on an ongoing basis.