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:** | Mercy Place Montrose |
| **RACS ID:** | 4477 |
| **Name of approved provider:** | Mercy Aged and Community Care Ltd |
| **Address details:** | 991 Mount Dandenong Tourist Road MONTROSE VIC 3765 |
| **Date of site audit:** | 02 July 2019 to 04 July 2019 |

**Summary of decision**

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| **Decision made on:** | 09 August 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:** | 23 September 2019 to 23 September 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 |
| **Revised plan for continuous improvement due:** | By 24 August 2019 | |

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

## Introduction

**This is the report of an assessment of Mercy Place Montrose (the Service) conducted from 02 July 2019 to 04 July 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 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 Standard assessed and the Requirements within each 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 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 | 22 |
| Consumers representatives | 7 |
| Health and wellness manager (care manager) | 1 |
| Grocer | 1 |
| Club and events assistant (lifestyle) | 1 |
| Acting chef manager | 1 |
| Acting maintenance officer | 1 |
| Care companions | 24 |
| Maintenance officer | 1 |
| Registered and enrolled nurses | 6 |
| General practitioner | 1 |
| Clinical care coordinator | 1 |
| Regional director | 1 |
| General manager | 1 |
| Quality manager and officer | 2 |
| National nurse advisor | 1 |
| Board members | 2 |

## 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 Standards that were assessed.

### Standard 1: Consumer dignity and choice Met

#### Consumer outcome:

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:

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

#### Summary of Assessment of Standard 1:

The Assessment Team found that the service met all of the requirements for Standard One.

* Of consumers and representatives randomly sampled, 94% said they are treated with dignity and respect. They provided various examples of what this meant for them, along with ways that the staff value their identify, culture and diversity.
* Staff were observed interacting with consumers respectfully and, when interviewed, consistently spoke about consumers in a way that showed respect, and an understanding of their personal circumstances and life journey.
* The Assessment Team identified areas that required improvement in relation to respect shown by agency staff, storage of personal information and availability of equipment for care.

##### Standard 1 Requirement (a) Met

The service demonstrated each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

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

The service demonstrates care and services are culturally safe.

##### Standard 1 Requirement (c) Met

The service demonstrates 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  
   iv) make connections with others and maintain relationships of choice, including intimate relationships.

##### Standard 1 Requirement (d) Met

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

##### Standard 1 Requirement (e) Met

The service demonstrates 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 (f) Met

The service demonstrated each consumer’s privacy is respected and personal information is kept confidential.

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

#### 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:

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 wellbeing in accordance with the consumer’s needs, goals and preferences.

#### Summary of Assessment of Standard 2:

The Assessment Team found all of the requirements for Standard Two were met.

* Consumers and representatives interviewed report their goals, needs and preferences are included in assessments and planning of care and they are involved in the process. Consumers said other health professionals are involved in the provision of care.
* Staff outlined how assessment and planning includes consideration of risks to the consumers health and wellbeing. Staff described the process for advanced care planning according to the wishes of consumers.
* Assessment and planning documentation demonstrated consumers are involved in planning their care needs and their goals and preferences are respected. Other health professionals are involved in care planning. The service could demonstrate care and services are reviewed regularly for effectiveness, and when circumstances change or when an incident occurs.
* The organisation has changed the care consultation on entry to the service at 30 days instead of at the eight week timeframe.

#### Requirements:

##### Standard 2 Requirement (a) Met

Assessment and planning, including consideration of risks to the consumer’s health and wellbeing, informs the delivery of safe and effective care and services.

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

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 (c) Met

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 (d) Met

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 (e) Met

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:

I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

#### Organisation statement:

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 found that all of the requirements for Standard Three were met.

* Consumer experience interviews show that 94% of consumers and their representatives said they get the care they need most or all of the time. Consumers interviewed confirmed they receive safe and effective care that is tailored to their needs and optimised their health and wellbeing.
* Staff outlined how they provide care that is tailored to consumers needs and how they manage high impact prevalence risks and interventions to manage these.
* The Assessment team identified from clinical files that management of high impact or high prevalence risks occurs for the majority of consumers, however three consumers with identified high risks required improvement to care provision.
* Staff could describe the care provided to two consumers who are currently receiving end of life care and including treatment for pain and other measures to support comfort levels.
* Management at the service report they have systems to monitor the use of antibiotics and that staff follow standard precautions.

#### Requirements:

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

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 (b) Met

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

##### Standard 3 Requirement (c) Met

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 (d) Met

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 (e) Met

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 (f) Met

Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

##### Standard 3 Requirement (g) Met

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:

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:

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

#### Summary of Assessment of Standard 4:

The Assessment team found the service meets all requirements under Standard Four.

* Of consumers and representatives interviewed 100 % said consumers are encouraged to do as much as possible for themselves most or all of the time.
* Staff demonstrated they help consumers to make choices about their daily life and support them to be independent in making these decisions. Consumers were satisfied services and supports for daily living promote their emotional, spiritual and psychological wellbeing.
* Consumers confirmed they are supported to participate in their community within and outside the service environment, to have social and personal relationships and do the things of interest to them.
* Of consumers and representatives interviewed 89 % said they like the food most or all of the time. A sample of consumers said they would like more choice in the selection of food as there is currently only one main meal choice.
* Staff demonstrated they provide a variety of meals according to consumers choice to complement the set menu for those living in small households.
* Management at the service demonstrated information about the consumer’s condition, needs and preferences is communicated appropriately within the organisation, and there is timely and appropriate referrals to individuals, and providers of other care and services.
* The service could demonstrate equipment is safe, suitable, clean and well maintained.

#### Requirements:

##### Standard 4 Requirement (a) Met

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, wellbeing and quality of life.

##### Standard 4 Requirement (b) Met

Services and supports for daily living promote each consumer’s emotional, spiritual and psychological wellbeing.

##### Standard 4 Requirement (c) Met

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 (d) Met

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 (e) Met

Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

##### Standard 4 Requirement (f) Met

Where meals are provided, they are varied and of suitable quality and quantity.

##### Standard 4 Requirement (g) Met

Where equipment is provided, it is safe, suitable, clean and well maintained.

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

#### Consumer outcome:

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

#### Organisation statement:

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 found the service meets all requirements under Standard Five.

All consumers interviewed randomly said they feel at home here, and comments included:

* the new building is welcoming and spacious and there are spaces for interactions with family and friends.
* the households are homely and welcoming.
* Consumers report they have been involved in decorating each household according to their choices.
* The services environment was observed to be welcoming and individual rooms were decorated with personal items and memorabilia. The service was clean and well maintained and the design enabled consumers to move around freely. The newly opened building provides a household model of care and services provided in small homely individual houses. The building is still undergoing completion and installation of some services. The Kerr Crescent building has been recently refurbished.
* Management report they are at the final stages of completing the new building.

#### Requirements:

##### Standard 5 Requirement (a) Met

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

##### Standard 5 Requirement (b) Met

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 (c) Met

Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

### Standard 6: Feedback and complaints Met

#### Consumer outcome:

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:

The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

#### Summary of Assessment of Standard 6:

The Assessment Team found that the service met all requirements under standard six.

* Of the consumers and representatives interviewed 93% said staff follow up when they raise things with them most or all of the time. The majority of consumers and representatives interviewed said they are satisfied with the response from management when they have raised concerns.
* The service could demonstrate consumers, their families and others know how to give feedback and make complaints and are supported to do this. Consumers have access to advocates and language services for raising and resolving complaints.
* Management at the service demonstrated appropriate action is taken in response to complaints and an open disclosure process is used. Management review feedback information to make improvements to care and services.

#### Requirements:

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

Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

##### Standard 6 Requirement (b) Met

Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

##### Standard 6 Requirement (c) Met

Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

##### Standard 6 Requirement (d) Met

Feedback and complaints are reviewed and used to improve the quality of care and services.

### Standard 7: Human resources Met

#### Consumer outcome:

I get quality care and services when I need them from people who are knowledgeable, capable and caring.

#### Organisation statement:

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 found that all requirements under Standard Seven were met.

* Consumer interview responses demonstrated 94 % of consumers and representatives said care is provided when needed. A small sample were not satisfied care is provided in a timely manner all of the time or with the standard of care provided by agency staff.
* Staff interactions demonstrated they are kind, caring and respectful of each consumers, identity culture and diversity.
* Staff report they do not always have sufficient time to deliver safe and quality care and services. Management report they are working with staff to improve the support required to deliver care and services.
* Management said they are actively recruiting to fill vacant positions to reduce agency staff usage and report recruitment is designed to engage a competent and skilled workforce.
* The service could demonstrate the workforce is recruited to specific roles and is trained and equipped and supported to undertake these roles. New staff are satisfied with orientation and staff performance is monitored in various ways including through formal performance appraisals.

#### Requirements:

##### Standard 7 Requirement (a) Met

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 (b) Met

Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.

##### Standard 7 Requirement (c) Met

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

##### Standard 7 Requirement (d) Met

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

##### Standard 7 Requirement (e) Met

Regular assessment, monitoring and review of the performance of each member of the workforce.

### Standard 8: Organisational governance Met

#### Consumer outcome:

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

#### Organisation statement:

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 found the service meets all requirements under Standard Eight.

* Consumers and representatives randomly interviewed show that 100% agree the service is well run.
* Consumers confirm they are involved in care planning, delivery and evaluation of care provision and provided various examples of how this occurs.
* The organisation demonstrated feedback process whereby consumers and representatives can provide suggestions and input into care and services.
* Management and members of the governing board outlined governance structure and reporting processes that are established to monitor and review care and services. Planned actions to align with the new aged care quality standards have commenced. There are organisation wide governance systems to support effective information management, the workforce, compliance with regulation and clinical care. The clinical governance system for anti-microbial stewardship and open disclosure has commenced and there is a system for minimising the use of restraint.

#### Requirements:

##### Standard 8 Requirement (a) Met

Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

##### Standard 8 Requirement (b) Met

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 (c) Met

Effective organisation wide governance systems relating to the following:

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

##### Standard 8 Requirement (d) Met

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 (e) Met

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