MercyCare Maddington

Performance Report

185 Maddington Road
MADDINGTON WA 6109
Phone number: 08 9452 7700

**Commission ID:** 7270

**Provider name:** Mercy Human Services Limited

**Assessment Contact - Site date:** 21 December 2021

**Date of Performance Report:** 1 February 2022

# Performance report prepared by

Michelle Glenn, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will 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 Commissioner’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
* the provider’s response to the Assessment Contact - Site report received 20 January 2022 indicating the Assessment Team’s report will be used to continue to improve the services provided.

# 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 Standard 3 Personal care and clinical care as part of the Assessment Contact and have recommended Requirement (3)(b) met. All other Requirements in this Standard were not assessed, 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 and based on this information, I find Mercy Human Services Limited, in relation to MercyCare Maddington, Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care. I have provided reasons for my finding 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.*

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* Most consumers and representatives sampled considered that consumers receive personal care and clinical care that is safe and right for them. Consumers and representatives stated consumers’ changed needs are recognised and responded to promptly and risks associated with pain, skin, falls, behaviours and nutrition and hydration are managed safely.
* Consumers’ high impact or high prevalence risks are identified through assessment and review processes. Information gathered is used to develop a care plan which provides guidance to staff on consumers’ personal and clinical care needs.
* A sample of seven consumer files demonstrated appropriate management and review of risks related to falls, pressure injuries, weight loss, pain and use of chemical restraints. Care files demonstrated where issues are identified, monitoring and reassessments occur, care plans are reviewed and updated and referrals to allied health specialists and/or Medical officers are initiated.
* Care staff sampled described interventions to minimise high impact or high prevalence risks, including for consumers sampled. Staff were aware of escalation processes implemented where changes in consumers’ health are identified.

For the reasons detailed above, I find Mercy Human Services Limited, in relation to MercyCare Maddington, Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care.

# 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.