Metta Community Care Sydney

Performance Report

26A Davis Road
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**Commission ID:** 201417

**Provider name:** Burmese Community Development Collaboration (BCDC)

**Assessment Contact - Site date:** 23 September 2020

**Date of Performance Report:** 30 October 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** | **Non-compliant** |
| Requirement 7(3)(d) | Non-compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(d) | 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.
* the provider’s response to the Assessment Contact - Site report received 19 October 2020.

# STANDARD 2 NON-COMPLIANTOngoing 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 Quality Standard is assessed as Non-compliant as one of the five specific requirements have been assessed as Non-compliant.

## 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.*

Whilst the service has policies and procedures for assessment and planning, at the time of the assessment contact, care plans did not contain individualised goals and preferences were not documented in care plans for each consumer. Advanced care planning is discussed with clients and families, but this has not been documented.

In their response to the assessment team’s report the provider submitted a lifestyle and wellbeing assessment, a clinical care plan, end of life plan, an advanced care plan and a leisure and lifestyle care plan for each consumer that had been completed following the assessment contact. It was noted however that the clinical care plans do not always adequately address the consumers clinical needs, for example, skin integrity, continence and moving and handling issues.

The approved provider does not comply with this requirement as assessment and planning does not identify and address the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.

# STANDARD 7 NON-COMPLIANTHuman 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 Quality Standard is assessed as Non-compliant as one of the five specific requirements have been assessed as Non-compliant.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(d) Non-compliant

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

The organisation did not adequately show that the work force was equipped to deliver the outcomes required by the standards as they have not yet received training in the standards. The organisation has a recruitment and induction process but the workforce is not receiving ongoing training to ensure they are equipped and supported to deliver the outcomes required by the standards.

In their response to the assessment team’s report the provider submitted evidence of performance assessments completed with two staff prior the assessment contact and evidence of further training undertaken with staff following the assessment contact. Staff are still to receive training in the Aged Care Quality Standards.

The approved provider does not comply with this requirement as the workforce is not recruited, trained, equipped and supported to deliver the outcomes required by these standards.

# 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

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)(d) 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.*

The organisation demonstrated that risk management practices are consistently applied to the effective management of high-impact and high-prevalence risks associated with the care of each consumer. The organisation has a zero tolerance for elder abuse and is commit to protect the safety and welfare of all clients and the service supports clients to live the best life they can through their policies and procedures and approach.

# 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.

### 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.*

* Ensure assessment and planning processes identify and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.
* Ensure staff are adequately trained to identify consumer needs, goals and preferences including advance care planning and end of life planning as required by the standards.

### Requirement 7(3)(d)

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

* Ensure the workforce is recruited, trained, equipped and supported to deliver the outcomes required by the standards through induction and ongoing training tailored to their needs.