MiCare Avondrust Lodge

Performance Report

1105 Frankston-Dandenong Road
CARRUM DOWNS VIC 3201
Phone number: 03 9788 9020

**Commission ID:** 3167

**Provider name:** MiCare Ltd

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

**Date of Performance Report:** 4 March 2021

# 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(g) | Compliant |
| **Standard 4 Services and supports for daily living** |  |
| Requirement 4(3)(f) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(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 10 February 2021
* the Infection control monitoring checklist.

# 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

An overall rating for this Quality Standard is not given as only two of the seven specific requirements for Standard 3 have been assessed.

### 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 found the approved provider has a suite of systems and process to guide falls, pain, skin integrity and psychotropic medication use. However the Assessment Team found for consumers living with a cognitive impairment the approved provider does not adequately demonstrate pain is always effectively assessed and monitored. It also found incomplete documentation of post fall observations, wound dressing changes and information within the service’s self-assessment psychotropic medication audit.

In response to the Assessment Team report the approved provider supplied further documentation and evidence. It acknowledged some documentation about care delivery had been incomplete or not sighted by the Assessment Team. The information provided demonstrates effective clinical care has been delivered and consumers, including those with cognitive impairment have been attended to appropriately. I have considered the information provided including records of charting and management of pain, observations post fall and the outcomes of wound care and medication reviews. I am satisfied that the service has addressed the issues identified by the Assessment Team including gaps in documenting care delivery.

In addition I am satisfied the approved provider has reviewed and strengthened the delivery of complex clinical care. I accept that the approved provider has enhanced its oversight of clinical care and appointed a Registered Nurse Care manager in November 2020. It implemented the MiCare Clinical Practice committee chaired by a Nurse Practitioner. The approved provider has also strengthened the approach to documentation of care delivery and communicated the requirements and expected oversight to staff. Further education is being conducted about skin integrity, continence management and pain management.

Based on the Assessment Team report and the response from the approved provider I am satisfied effective personal and clinical care is being delivered to consumers. The approved provider has demonstrated it has continuous improvement processes in place to further strengthen effective personal and clinical care.

I therefore find this requirement is met.

### Requirement 3(3)(g) Compliant

*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 support for daily living

### Consumer outcome:

1. 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:

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

## Assessment of Standard 4

An overall rating for this Quality Standard is not given as only one of the seven specific requirements has been assessed.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(f) Compliant

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

# 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

An overall rating for this Quality Standard is not given as only one of the five specific requirements has been assessed.

## 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.*

# 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.