Minchinbury Manor

Performance Report

57 John Street
ROOTY HILL NSW 2766
Phone number: 02 9832 5800

**Commission ID:** 0601

**Provider name:** Australasian Accommodation Aged Care Pty Limited

**Assessment Contact - Site date:** 25 August 2020

**Date of Performance Report:** 23 September 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(g) | 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 16 September 2020.

# STANDARD 3 COMPLIANTPersonal 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – their care plans and assessments were reviewed and staff were asked about how they ensure the delivery of safe and effective care for consumers. The team also examined relevant documents.

Overall, the sampled consumers and representatives considered that the consumer receive personal care and clinical care that is safe and right for them including managing infection related risks.

The organisation’s approach to assessment and planning in managing infection related risks mostly supports the desired outcomes for consumers. The service implements standard and transmission-based infection control processes in minimising infection related risks for consumers and adopts practices to promote the appropriate use of antibiotics.

The Assessment Team specifically assessed Requirement 3(g) and found it was not met.

While many aspects of the outbreak management plan including related policies and procedures are being developed to facilitate a cohesive response to a potential COVID-19 infection outbreak, they also lacked relevant details to guide staff during an outbreak.

While there is allocation of some key roles and responsibilities for infection control and outbreak management including guidelines to respond to a positive COVID-19 case, these are not well defined for the nominated staff or positions. Other key roles and responsibilities are being considered.

While many staff have recorded education and training on COVID-19 infection control and prevention, pertinent capability and practical assessments have not been undertaken to adequately equip staff to respond to a COVID-19 infectious outbreak.

The Quality Standard has not received a compliance rating as not all requirements were assessed. The requirement assessed has been found as Compliant.

### Assessment of Standard 3 Requirements

### 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.*

The Assessment team found that the service demonstrates an understanding of their responsibility in minimising infection related risks for the consumers and to promote the appropriate use of antibiotics. Although their outbreak management plan to respond to a potential COVID-19 infection outbreak is being developed, it is not fully embedded. Some staff were unable to describe what to do if there was a COVID -19 outbreak. Overall, sampled consumers and representatives said they are satisfied with the infection control precautions and processes that are in place to manage their safety including to minimise COVID-19 infection related risks. They feel confident in the service’s ability to manage an infectious outbreak. Consumers and staff confirmed they had the mandatory influenza vaccination earlier this year. Staff could describe ways in which they implement standard and transmission-based precautions to prevent and control infection related risks including COVID-19 infection risks. All cleaning staff have completed COVID-19 training including handwashing and PPE and could describe when to use PPE appropriately. Most clinical and care staff could demonstrate a general understanding of how they minimise the need for or use of antibiotics and ensure they are used appropriately.

The team’s report provided examples of where staff were appropriately managing infection related risks. The organisation provides documented guidance for staff relating to antimicrobial stewardship, general infection control and practices to reduce the risk of resistance to antibiotics. There was evidence that the service undertakes actions to prevent and minimise infection related risks for the consumers and also promotes the appropriate use of antibiotics. This included outbreak management with a basic flow chart for responding to a positive COVID-19 infection. The service records, trends and analyses infections for the consumer and provides guidance to staff on the application of antimicrobial stewardship.

In their response, the approved provider submitted information to address the issues raised by the Assessment Team. This describes further changes that have occurred at the service, that Management confirmed during the visit were already underway.

While the Assessment Team identified some gaps concerning the embedding of the approved provider’s outbreak management plan and providing more detailed guidance for staff, and completion of all risk assessments, the provider has adequately responded to the issues identified by the previous Assessment Team’s assessment of performance on 10 August 2020. All staff have undertaken the mandatory training and are in the process of undertaking competency assessments, and additional training modules, and can describe what the policies and procedures relating to infection control mean to them in a practical way. Management could adequately describe what to do if they have an outbreak of COVID -19. I am satisfied that with the improvements made in the two weeks between this visit and the previous Assessment Contact, the evidence provided by the approved provider of improvements made since this visit, and Management’s description of what is currently underway, the gaps identified by the team will be addressed appropriately.

The approved provider is compliant with this requirement.

# 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.