Morlancourt

Performance Report

18 Trafford Street
ANGLE PARK SA 5010
Phone number: 08 8268 7277

**Commission ID:** 6163

**Provider name:** RSL Care South Australia Incorporated

**Assessment Contact - Site date:** 11 March 2021

**Date of Performance Report:** 31 May 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)(b) | Compliant |
| Requirement 3(3)(c) | 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 - the Assessment Contact was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

# 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 Requirements (3)(b) and (3)(c) in relation to Standard 3, Personal care and clinical care. All Requirements in this Standard were not assessed, and 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 to come to a view of compliance with Standard 3, Personal care and clinical care, Requirements (3)(b) and (3(c) and find the service Compliant with these Requirements.

Overall, consumers considered they receive personal and clinical care that is safe and right for them, is tailored to meet their needs and optimises their health and well-being. The following examples were provided by consumers and representatives during interviews with the Assessment Team:

* All consumers and representatives interviewed said staff identify consumers’ risk and implement strategies to prevent and minimise the risk of harm.
* Eight consumers and three representatives said staff effectively manage consumers’ nutritional and fluid requirements and were satisfied with the personal and clinical care provided.

The service demonstrates effective management of high-impact or high-prevalence risks associated with the care of consumers. Staff confirmed they receive regular training and have access to relevant policies and procedures to guide best practise. They could confidently describe how consumers’ personal and clinical care needs are identified through assessment, consultation with consumers and representatives and how it is tailored to meet safe care and service delivery. The Assessment Team viewed consumers’ care files and noted risk associated with behaviour, planned and unplanned weight loss and skin integrity are documented, strategies implemented and monitored for effectiveness.

The service engages with consumers and their representatives to gain an understanding of consumers’ goals and preferences when nearing end of life to ensure their comfort is maximised and dignity preserved. The Assessment Team reviewed care files and noted consumers’ advance care directives and end of life wishes are clearly documented. Staff have policies and procedures to guide them in palliative care best practice and could describe how they ensure consumers’ care is delivered with respect and dignity.

Based on the information detailed above, I find RSL Care South Australia Incorporated, in relation to Morlancourt does comply with Requirements (3)(b) and (3)(c) in Standard 3, Personal and clinical care.

### 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.*

### Requirement 3(3)(c) Compliant

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

# 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.