Murray Mudge

Performance Report

7 Raymond Grove   
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**Commission ID:** 6017

**Provider name:** Uniting Communities Incorporated

**Assessment Contact - Site date:** 5 August 2020

**Date of Performance Report:** 10 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)(b) | Compliant |
| **Standard 7 Human resources** | **Compliant** |
| Requirement 7(3)(a) | 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 consumers, representatives, staff and others.

# STANDARD 3 COMPLIANT 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 Quality Standard is assessed as Compliant as one of the seven specific Requirements has been assessed as Compliant. An overall assessment of all Requirements in this Standard was not completed.

The Assessment Team recommended Requirement (3)(b) in Standard 3 as met. 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 and find the service is Compliant with Requirement (3)(b).

Overall, consumers and representatives sampled considered consumers receive personal and clinical care that is safe and right for them and were satisfied with management of high impact or high prevalence risks. Consumers and representatives expressed satisfaction with the way the service manages various aspects of care, including behaviours, falls, skin integrity, diabetes, pain and nutritional needs.

Staff were able to describe high impact or high prevalence risks associated with the care of consumers and described care strategies relating to behaviour management, skin integrity, falls and nutrition and hydration for individual consumers.

Care files viewed by the Assessment Team demonstrated high impact or high prevalence risks are identified, planned and monitored for each consumer. Assessments and care plans identified consumers’ personal and clinical care requirements, including high impact or high prevalence risks, and management strategies to minimise impact of these risks.

There are processes to report and monitor high impact or high prevalence risks, including an audit and incident management process. Incident data is monitored, collated and analysed for trends on a monthly basis.

For the reasons detailed above, I find Uniting Communities Incorporated, in relation to Murray Mudge, Compliant in relation to Standard 3 Requirement (3)(b).

### 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.*

# STANDARD 7 COMPLIANT 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

The Quality Standard is assessed as Compliant as one of the five specific Requirements has been assessed as Compliant. An overall assessment of all Requirements in this Standard was not completed.

The Assessment Team recommended Requirement (3)(a) in Standard 7 as met. 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 7 and find the service is Compliant with Requirement (3)(a).

Overall, consumers sampled indicated they get quality care and services when they need them and from people who are knowledgeable, capable and caring. The following examples were provided by consumers and representatives during interviews with the Assessment Team:

* No consumers identified issues in relation to staff or staffing levels.
* Call bells are answered promptly, however, consumers who require two staff to assist them said they had to wait until staff contacted another staff member.
* One representative said they were happy with the care and stated staff are wonderful, kind and caring and their loved one “thinks of this place as home”.
* Staff are always helpful, “there could always be more of them, but I do not usually have to wait”.

There are processes to monitor staffing to ensure the delivery and management of safe and quality care and services. Call bell reports are regularly reviewed and include percentage of wait times and call bell numbers. Registered nursing staff were aware of call bell key performance indicators and stated call bells are escalated to them when they are not answered. Staffing levels are regularly reviewed and management have the flexibility to increase or decrease staffing levels as required to ensure consumers’ care and service needs are met.

Staff interviewed said they have enough time to complete their work and there are processes to cover staffing shortfalls. There is a training program in place and staff have access to policies, procedures and documentation relating to consumers’ care and service needs.

For the reasons detailed above, I find Uniting Communities Incorporated, in relation to Murray Mudge, Compliant in relation to Standard 7 Requirement (3)(a).

## Assessment of Standard 7 Requirements

### Requirement 7(3)(a) Compliant

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

# 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.