Mutkin Residential Aged Care

Performance Report

87 Back Beach Road
YARRABAH QLD 4871
Phone number: 07 4056 9290

**Commission ID:** 5239

**Provider name:** Mutkin Residential and Community Care Indigenous Corporation

**Assessment Contact - Site date:** 28 January 2021

**Date of Performance Report:** 23 February 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)(g) | Compliant |
| **Standard 5 Organisation’s service environment** | **Compliant** |
| Requirement 5(3)(a) | Compliant |
| Requirement 5(3)(b) | Compliant |
| Requirement 5(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 - 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 infection control monitoring checklist completed 28 January 2021.

# 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 did not assess all Requirements in this Standard; therefore a compliance rating or summary is not provided.

### 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 identified the service had effective systems and processes to manage and prevent a potential COVID-19 outbreak. The service had addressed issues relating to surge workforce requirements and had entered into an agreement with a nursing agency to provide staff in the event the service’s staff were unable to care for the consumers.

Consumers stated they received information from management and staff at the service regarding minimising infection related risks, particularly in relation to the COVID-19 pandemic. Registered staff interviewed were able to describe how infection related risks are minimised including the use of personal protective equipment and hand hygiene practice, encouraging fluids and ensured pathology results were available prior to commencing antibiotics.

Other staff gave examples of practices to the Assessment Team to prevent and control infections such as maintaining a clean environment, increasing fluid intake for consumers, the use of personal protective equipment and staff not attending work if unwell. All staff at the service have had their influenza vaccination for 2020. They reported that ample supplies of personal protective equipment, including gloves, face masks and hand sanitiser, are readily available.

The service has written policies and procedures relating to antimicrobial stewardship, infection control management and an outbreak management plan for COVID-19. Pre-entry screening occurs for all staff, visitors and contractors prior to entry to the service. Pre-screening includes temperature checking; risk health questioning; a sign in register and COVID-19 health declaration.

The Assessment Team reviewed the services ‘outbreak management plan’ and identified that other information on infection control is displayed throughout the service and hand sanitiser and personal protective equipment is readily available.

The service maintained evidence of consumers and staff who had received influenza vaccinations. Clinical indicators include infections and were reported at monthly meetings.

The service is located in a remote location 50 minutes east of Cairns and has a population of 2,500 residents living in and around the community. Management demonstrated the service has entered into an agreement with a nursing agency to provide registered staff to the service in the event of staff shortages.

Management stated the local employment service provides timely referrals of suitable candidates, when cleaning and hospitality staff are required and in the event of an outbreak.

It is my decision, the service had effective systems and processes, including surge workforce requirements to manage and prevent a potential COVID-19 outbreak, therefore it is my decision, this Requirement is now compliant.

# STANDARD 5 COMPLIANT Organisation’s service environment

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

To understand the consumer’s experience and how the organisation understood and applied the requirements within this Standard, the Assessment Team observed the service environment, spoke with consumers about their experience of the service environment and interviewed care staff about the suitability and safety of equipment. The Assessment Team also examined relevant documents.

Consumers considered they felt they belonged in the service and felt safe and comfortable in the service environment. Consumers stated the environment provided independence to mobilise easily. Consumers interviewed said they were able to navigate the service and were able to freely and safely access indoor and outdoor areas.

Consumers interviewed said, and management confirmed, that while a secure perimeter fence surrounds the service, consumers were able to leave the service when they please. Consumers interviewed said that the service environment, equipment and furniture was safe, clean and suitable for their needs.

The Assessment Team observed the service environment to be welcoming, clean, and easy to navigate. Although the Assessment Team observed the majority of the service environment, furniture and fittings, exclusive of the recently purchased furniture and equipment, to be of an aged appearance, management was able to advise of the planned improvements that will be undertaken to rectify the cosmetic issues.

Consumers were observed utilising the freely accessible facilities at the service, including the activity room and undercover seating areas. An additional 10 bed wing is under construction at the service and is scheduled for completion in May 2021. This wing will provide additional facilities for consumers and visitors to utilise, including a multi-function room, salon, and private indoor and outdoor areas.

The Quality Standard is assessed as Compliant as three of the three specific requirements have been assessed as Compliant.

## Assessment of Standard 5 Requirements

### Requirement 5(3)(a) Compliant

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

### Requirement 5(3)(b) Compliant

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

### Requirement 5(3)(c) Compliant

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# 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.