Nanyima Aged Care Inc.

Performance Report

61 Alexandra Street
MIRANI QLD 4754
Phone number: 07 4959 1575

**Commission ID:** 5254

**Provider name:** Nanyima Aged Care Inc.

**Assessment Contact - Site date:** 18 November 2021 to 19 November 2021

**Date of Performance Report:** 9 December 2021

# Performance report prepared by

Jodie Earnshaw, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will 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)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(3)(c) | Compliant |

# Detailed assessment

This performance report details the Commissioner’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 26 November 2021.
* other relevant information held by the Commission including internal referrals received.

# 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 the requirements of this outcome and therefore an overall summary for the Quality Standard is not provided.

### 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 contact report provided information that the service demonstrated that each consumer gets safe and effective personal and clinical care that is best practice, tailored to their needs and optimises their health and well-being.

Consumers/representatives said they feel consumer care meets their needs and preferences and optimises their quality of life.

Staff demonstrated an understanding of consumer’s individual needs and preferences and how they ensure these are met; including consideration of individual consumers goals and circumstance.

Consumer care documentation demonstrated effective management of, and response to, consumer’s condition and/or health status including wound care, pain and restrictive practise with evidence of restrictive practice authorisations/ consent to the practice after discussion with consumer/representative of the requirement for the restrictive practice.

The service has clinical governance processes to guide and monitor staff practice, maintains a psychotropic medication register demonstrating consumers prescribed psychotropic medication as chemical restraint have their medications monitored by the Medical Officer and have behaviour support plans in place.

I am satisfied the service is effectively ensuring consumers care; both personal care and clinical care is safe, tailored to their needs; and optimises consumer health and well-being. I find this requirement is Compliant.

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

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

The assessment contact report provided information that the service demonstrated effective processes to manage the high impact and high prevalence risks associated with the care of consumers.

Consumers/representatives said they feel consumers’ care is safe and right for them and staff respond promptly to any changes in their condition.

Consumer care documentation reflected key individual clinical risks are identified and effective strategies to manage key risks were recorded including for falls, time sensitive medication administration, and weight loss.

Staff demonstrated an understanding of high impact and high prevalence risks, how risk is managed by the service and how care is delivered with consideration of individual consumers risks. For example, for consumers who are at risk of falling, staff explained strategies implemented to minimise this risk.

The service demonstrated staff are trained in incident management, investigation and identification of the cause of the incident and assessment of effectiveness of risk minimisation strategies. Clinical indicator information is collated and analysed to inform the plan for continuous improvement and to monitor consumer outcomes related to incidents and risk.

I am satisfied that the service is effectively managing high-impact, high-prevalence risks and find this requirement is Compliant.

# 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

The Assessment Team did not assess all the requirements of this outcome and therefore an overall summary for the Quality Standard is not provided.

## 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.*

The assessment contact report provided information that the workforce is planned and adequately deployed to ensure consumers receive timely delivery of safe and quality care and services.

Consumers/representatives confirmed there are sufficient staff who attend to consumers promptly when they call for assistance and to provide care and services that meet their needs.

Staff advised they have adequate staff rostered and adequate time to attend to consumers’ personal preference and care needs and confirmed vacant shifts are filled when unplanned leave occurs.

Review of documentation demonstrated the service reviews call bell and sensor mat response times, which demonstrated that response times are consistently monitored, and results indicate generally prompt responses from staff to consumers requests for assistance.

I am satisfied that the workforce is planned and adequately deployed to ensure consumers receive timely delivery of safe and quality care and services and find this requirement is Compliant.

### Requirement 7(3)(c) Compliant

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

The assessment contact report provided information thatthe workforce is competent and have the qualifications and knowledge to effectively perform their roles.

Consumers/representatives provided information that consumers receive quality care and services from staff who are knowledgeable, capable and caring and expressed confidence that staff are competent and adequately trained.

The service provides orientation and has a training program for staff and volunteers that includes mandatory training and identifies training needs of staff through various methods including feedback from consumers/representatives, audit results, performance reviews, clinical indicators, and changes in industry legislation. The service has systems in place to monitor staff qualifications and competencies to ensure they remain up to date.

Staff confirmed they attend mandatory training and provided examples of training they have attended including ‘supporting consumers living with dementia’ and the serious incident response scheme.

I am satisfied that the workforce is competent, and the members of the workforce have the qualifications and knowledge to effectively perform their rolesand find this requirement is Compliant.

# 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.