Narangba Community Aged Care (formerly University Park)

Performance Report

31-37 Mumford Rd
NARANGBA QLD 4504
Phone number: TBC

**Commission ID:** 5796

**Provider name:** Signature Care Pty Ltd

**Assessment Contact - Site date:** 5 May 2021 to 6 May 2021

**Date of Performance Report:** 8 June 2021

# 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Compliant** |
| Requirement 2(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(d) | 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 staff, consumers/representatives and others

# STANDARD 2 Ongoing assessment and planning with consumers

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Summary of Assessment of Standard 2:

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Compliant

*Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.*

Consumers and representatives said they are involved in assessment and care planning of the consumer’s care and services. They said consumers received care and services that are safe and effective.

Staff were aware of processes for assessment of consumers’ needs and preferences, including consumer assessment to identify risks to the consumer’s safety and wellbeing including falls, behaviours, skin integrity and pain.

Care planning documentation reflected individualised needs, goals and preferences and included specific risks to each consumers’ health and well-being such as falls, pain and diabetes management. Care plans were readily available to all staff, including visiting health professionals.

The service had policies and procedures to guide staff in their practice. Clinical assessment tools and consumer care plans were available to staff on the service’s computerised system to support the assessment and care planning process.

For the reasons detailed, this requirement is Compliant.

# 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.

## Summary of Assessment of Standard 3:

The Assessment Team did not assess all requirements and therefore an overall rating 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.*

Consumers and representatives confirmed that consumers received the care they needed, and meets the individual consumers needs and preferences. For example, one named consumer expressed satisfaction with their diabetes management.

Care planning documentation included examples of how staff deliver personal and clinical care that optimises the consumer’s well-being. For example, strategies to support the management of a consumer with diabetes in accordance with medical directives, and strategies to support consumers who exhibit responsive behaviours.

The Assessment Team reviewed care documentation for consumers prescribed psychotropic medication for the purpose of chemical restraint and established that informed consent and authorisation had been obtained for the use of the psychotropic medication. Consumers residing in the services secure living environment had authorised consents for physical restraint.

The service has policies, procedures and guidelines to support the delivery of care provided including in relation to restraint, wound management and pain management. Staff confirmed they have access to this information via the services electronic system.

For the reasons detailed, 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.*

Care planning documentation reflected the service managed the risks associated with the care of individual consumers through the completion of risk assessments and management plans to guide staff in care delivery.

Staff demonstrated knowledge of consumers’ personal and clinical needs and provided examples of individualised strategies for managing high-impact and high-prevalence risk, such as the diabetes management, falls and pain.

Care staff described the services incident reporting processes including the reporting of any incidents to the Registered Nurse on duty.

The service had processes to identify, monitor, trend and analyse high-impact and high-prevalence risks for consumers. For example, through the analysis of clinical incident data and regular review of psychotropic medication use at the service.

For the reasons detailed, this requirement is Compliant.

### Requirement 3(3)(d) Compliant

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

Consumers and representatives said that the service notifies them when there is a change in a consumer’s health or wellbeing.

Staff demonstrated knowledge of how a deterioration or change in a consumer’s condition is recognised and responded to, and staff said they report changes to the Registered Nurse on duty. Registered Nurses said they have access to a Medical Officer and other health professionals if required to discuss appropriate action when a consumer’s health status changes or deteriorates.

Care planning documents reflected the identification of, and response to, deterioration or changes in the consumer’s condition and/or health status.

The service has clinical information to guide staff in recognising and reporting to a consumer’s deterioration, for example pain and behaviour charting.

For the reasons detailed, 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.

## Summary of Assessment of Standard 7:

The Assessment Team did not assess all requirements and therefore an overall rating 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.*

Consumers and representatives said there are sufficient staff to meet consumers needs and requests for assistance are responded to promptly. They expressed satisfaction with the quality of care and services provided.

Staff said they have sufficient time to undertake their work, and care staff said Registered staff are available to support when needed to meet consumer needs.

Management said the service continues to recruit staff in response to the increase number of consumers. They said staff are generally allocated to the same area of the service to support continuity of care for consumers.

The service has a Registered Nurse rostered for all shifts across a 24 hour period.

For the reasons detailed, this requirement is Complaint.

# 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.