Nazareth House Geraldton

Performance Report

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**Commission ID:** 7831

**Provider name:** Nazareth Care

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

**Date of Performance Report:** 9 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** | **Non-compliant** |
| Requirement 3(3)(a) | Non-compliant |
| **Standard 7 Human resources** |  |
| 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
* the provider’s response to the Assessment Contact - Site report received 30May 2021.

# STANDARD 3 NON-COMPLIANTPersonal 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – their care plans and assessments were reviewed and staff were asked about how they ensure the delivery of safe and effective care for consumers. The Team also examined relevant documents.

The Assessment Team found that overall consumers and representatives interviewed are satisfied with the care provided and were complimentary of staff. However, two consumers and representatives interviewed indicated they were not satisfied with aspects of care, including the maintenance of consumers**’** personal care needs in cleanliness and showering, and the provision of sufficient fluids.

The service was unable to demonstrate delivery and monitoring of care that was tailored to consumers and optimised their health and well-being, particularly in relation to wound management, pain and nutritional management.

The Assessment Team did not assess all requirements for this Quality Standard. However, a decision of Non-compliant in one or more requirements results in a decision of Non-Compliant for the Quality Standard.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(a) Non-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 Team identified the service was unable to demonstrate each consumer gets safe and effective personal or clinical care that is in line with best practice and tailored to their needs to optimise their health and well-being.

The Assessment Team reviewed the service’s documentation including policies, procedures, and a sample of consumer care documentation. The Assessment Team identified the service is not managing wounds according to best practice in their assessment, treatment or monitoring, and there are not wound care policies and procedures based on best practice to guide staff in wound care. Four consumers’ wound care plans were reviewed and none of the Wound Assessments and Care Management plans (WAMP) consistently completed information regarding the stage, measurement, or a current picture of the wound for progression and monitoring of healing purposes. The WAMPs did not have any information regarding pain of the consumer during wound care.

Furthermore, staff at the service did not follow best practice guidelines to monitor care provided to consumers. One consumer had changed their pain medication but their pain was not monitored to ensure that their pain management remained effective. Another consumer’s fluid intake was not monitored as needed, and their unexplained weight loss was not followed up with a referral or appropriate management strategies. The Assessment Team also noticed that staff do not have policies and procedures to direct them in best practice monitoring processes.

The Assessment Team also interviewed a sample of consumers and most were satisfied with the care provided, except two consumers who expressed dissatisfaction with their care in relation to personal care and nutritional needs.

The provider has since responded that they have since reviewed the care and documentation for consumers to ensure they meet best practice regarding pain management, medication management, wound management, and fluid intake. They have also provided further training to staff, updated their policies and procedures in regard to pain and wound management, and are implementing new tool/systems to improve their documentation and assessments. They have also implemented new processes for staff to ensure weight management and fluid intake of consumers are monitored regularly.

Based on the evidence at the time of assessment, I find this requirement Non-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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team spoke with consumers about their experience of the staff, interviewed staff, and reviewed a range of records including staff rosters, training records and performance reviews.

Overall sampled consumers considered that they get quality care and services when they need them and from people who are knowledgeable, capable and caring. Consumers and representatives stated that staff provide adequate care and services in a timely manner and consumers stated they are often not left waiting when they utilise their call bell. Most consumers and representatives stated they believed the service was adequately staffed to ensure consumers receive the care they need.

Staff reported and management corroborated that there are enough staff on the floor to ensure care and services are delivered in a timely fashion. Management provided examples of how they have changed the roster and staffing allocations to ensure each unit has the right mix of skills and number of staff. Observations and documentation reviews confirmed that the number of staff allocated to each unit was sufficient, and this was supported by call bell data which indicated a vast majority of call bells were answered under 15 minutes.

Not all requirements were assessed 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.*

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

### Requirement 3(3)(a)

*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.*
* Ensure staff are supported with training and/or policies and procedures in delivering care that is best practice, particularly in relation to pain management and wound management.
* Ensure consumers with wounds are reviewed and their wound care plans are up to date and document the progress of the wounds.
* Ensure there are effective processes in place to monitor consumers’ care, particularly in relation to fluid intake, weight management, and pain management.