Nazareth Residential Aged Care

Performance Report

23 Hawthorne Street
WOOLLOONGABBA QLD 4102
Phone number: 07 3391 5534

**Commission ID:** 5096

**Provider name:** The Nazareth Lutheran Church of South Brisbane

**Assessment Contact - Site date:** 12 November 2020

**Date of Performance Report:** 16 December 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** |  |
| Requirement 3(3)(g) | 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 11 December 2020
* infection control monitoring checklists completed 13 October 2020 and 12 November 2020.

# 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 summary statement or compliance rating 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 recommended this Requirement was Non-compliant based on their observations and review of the service’s outbreak management plan. The service had an Infection control monitoring visit conducted 13 October 2020, and the Assessment Team identified not all deficits were rectified at the Assessment contact.

The Approved provider in its written response to the Assessment Team’s report has evidenced actions taken to ensure the service has processes in place to prepare and control a possible COVID19 outbreak.

Actions taken by the Approved provider include the posting of density signage throughout the service. Documentation in the service’s outbreak management plan have been updated and now include consumer photos, handover processes and staff movements. Hand sanitisers have been placed in all identified cohort zones within the service. The Approved provider has an established transfer process regarding consumers requiring hospitalisation. Staff co-horting is able to be established should an event take place within the service. The Assessment Team observed poor staff practices which have been addressed by the Approved provider and additional training has been provided.

It is my decision following the review of the Assessment Team’s report and the Approved provider’s written response it is my decision 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.