Nellie Melba Retirement Village

Performance Report

2 Collegium Avenue
WHEELERS HILL VIC 3150
Phone number: 03 8513 1900

**Commission ID:** 4582

**Provider name:** Ryman Aged Care (Australia) Pty Ltd

**Assessment Contact - Site date:** 20 April 2021

**Date of Performance Report:** 1 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| 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 approved provider’s response submitted 14 May 2021.

# 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.

## Assessment of Standard 2

As not all requirements were assessed, an overall rating for this 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 of their care needs. Care files demonstrated that assessments at the service are generally comprehensive and individualised, are used to plan care that meets consumer needs and preferences, and informs delivery of safe and effective care. Care files sampled demonstrated that consumer needs and risks are considered across medical, social, physical and psychological domains. A multidisciplinary approach to assessment and care planning is undertaken. Staff are able to access validated tools to support assessment and care planning.

### Requirement 2(3)(e) Compliant

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*

Consumers and representatives described their involvement in care reviews. Management stated the quarterly care review process involves provision of the summary care plan to the consumer and/or their representative as part of the review process.

Care and services are reviewed regularly for effectiveness, when circumstances change, or when incidents impact on consumer needs or preferences. Reviews following return from hospital are generally effective. Care plans reflect changes in care as a result of reviews. Quarterly care review processes involve provision of a summary care plan to the consumer and/or their representative.

# 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

As not all requirements were assessed, an overall rating for this 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 said care is safe and meets consumer needs. Staff described individual clinical and personal care needs and how care is tailored to meet those needs, and to support consumers to do as much as possible for themselves.

Staff interviews and documentation reflect individualised care that is safe, effective and tailored to the specific needs and preferences of the consumer. This includes generally best practice management of skin integrity, pain, restraint and behaviours to optimise health and well-being.

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

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

Care planning documentation sampled demonstrated that high impact and high prevalence risks are appropriately identified, monitored and managed for each consumer. The service demonstrated a multidisciplinary approach to minimising risks to the consumer and strategies are individualised.

Staff were able to identify the risks associated with the care of individual consumers, and how they manage these risks. Management described effective systems for identifying, monitoring and responding to risks.

### 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.*

While the Assessment Team found this requirement non-compliant, having reviewed all the evidence I have come to a different view. The approved provider’s response demonstrated that that the service does minimise infection related risks. The service has a current outbreak management plan, has implemented an Infection Prevention and Control Lead, screens all visitors and staff entering the service, screens consumers for COVID 19 symptoms daily and staff practice in infection control is monitored. The response demonstrates that the use of antimicrobials is monitored and in line with antimicrobial stewardship. The response also demonstrates that the service has an understanding of the requirement to report respiratory outbreaks and outlines the clinical rationale for managing the consumers with respiratory symptoms through COVID19 screening and testing. None of the consumers with respiratory symptoms, reported by the assessment team met the case definition of influenza -like illnesses that require reporting. The response also outlines actions undertaken to address staff practice issues related to mask wearing and equipment cleaning processes identified by the Assessment Team.

On balance I am satisfied that 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.