Newcastle and Hunter Community Health

Performance Report

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**Commission ID:** 201445

**Provider name:** Newcastle and Hunter Community Health Pty Ltd

**Assessment Contact - Site date:** 10 February 2021

**Date of Performance Report:** 5 March 2021

# 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Non-compliant** |
| Requirement 2(3)(b) | Non-compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(d) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(d) | 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 26 February 2021.

# STANDARD 2 NON-COMPLIANTOngoing 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

The service conducts initial and ongoing assessment of the needs, goals and preferences of consumers. Staff use the information to deliver services to meet the identified goals of consumers and consumers and their representatives confirmed the service meets their needs and preferences.

However, the service identified it does not include advanced care planning and end of life planning in assessment and goal setting for consumers. Documentation and discussion with staff and consumers confirmed assessment of end of life planning has not been included in assessment and planning.

The Quality Standard is assessed as Non-compliant as one of the five specific requirements have been assessed as Non-compliant.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(b) Non-compliant

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

The Assessment Team found that care assessment and planning addressed consumer’s current needs, goals and preferences, however it did not include advanced care or end of life planning. While the service has identified this as an opportunity for improvement, assessment and planning currently does not include discussions with consumers about end of life planning.

In their response, the Approved Provider demonstrated that advanced care and end of life planning was identified as an area for improvement prior to the Assessment Contact. The Approved Provider’s response outlines the actions implemented following the site audit to address this. This includes staff training, and updates to care planning and assessment tools to prompt discussions around advanced care and end of life planning.

I find that the Approved Provider does not comply with this requirement. While the Approved Provider identified this gap and have implemented improvements to address this, at the time of the Assessment Contact, assessment and planning did not include advanced care or end of life planning for consumers.

# 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 how the organisation understands and applies requirement 7(3)(d), the Assessment Team interviewed staff and reviewed a range of records including relevant policies and procedures, personnel files, the staff handbook, training records and online education modules and relevant reports.

Management provided information about the service’s recruitment and orientation processes to ensure they employ staff that are skilled and qualified to effectively provide safe, respectful quality care to consumers. There are currently four registered nurses and 12 care staff to provide care and services to consumers. Personnel files reviewed confirmed staff are skilled and have the appropriate qualifications. Staff are provided with in-service and e-learning education and the 2021 education calendar has been drafted. Staff meetings are utilised for education and keeping staff updated with current industry information. A new clinical manager has recently commenced with the service and will be focusing on staff education including about the Quality Standards.

The Quality Standard was not fully assessed and has not received a compliance rating. One of the five specific requirements have been assessed. This requirement was found Compliant.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(d) Compliant

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

# STANDARD 8 Organisational governance

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

The organisation provided a documented risk management framework, including policies describing how high impact or high prevalence risks associated with the care of consumers is managed, the abuse and neglect of consumers is identified and responded to, and consumers are supported to live the best life they can. Staff had been educated about the policies and were able to provide examples of their relevance to their work. Interviews and documents reviewed demonstrated consumers are partners in their care.

The Quality Standard was not fully assessed and has not received a compliance rating. One of the five specific requirements have been assessed. This requirement was found Compliant.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(d) Compliant

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can.*

# 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 2(3)(b)

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

The Approved Provider must demonstrate that:

* The service has processes in place to encourage and facilitate assessment and planning that addresses advanced care and end of life planning, if the consumer wishes.
* The service has implemented all actions identified in their plan for continuous improvement, submitted with their response to this Assessment Contact.