Newmans on the Park

Performance Report

33 Newmans Road
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**Commission ID:** 3877

**Provider name:** McKenzie Aged Care Group Pty Ltd

**Assessment Contact - Site date:** 26 April 2021

**Date of Performance Report:** 21 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** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | 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 13 May 2021 and 26 May 2021

# 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

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 other relevant documents.

Most consumers considered they receive personal care and clinical care that is safe and right for them.

* Most consumers and representatives were satisfied with the clinical and personal care provided to consumers.
* Most consumers and representatives were satisfied with how the service manages falls.

Staff demonstrated understanding of individual consumer care needs and strategies. Staff described how they assess, plan and consult consumers and representatives when restraint is used. Staff demonstrated awareness and understanding of the risks associated with individual consumers’ care, and the monitoring processes in place.

Staff interviews, documents and Assessment Team observations demonstrated pain management for consumers is individualised and based on consumers’ needs and preferences, and consumers with wound and skin integrity issues receive appropriate care.

Consumer’s clinical files demonstrated individualised care that is safe, effective and tailored to the specific needs and preferences of the consumer. Consumers files include current risk management care plans to inform care related to restraint. Clinical files include non-pharmacological strategies to be trialled prior to administration of medication.

Care planning documents identify high impact and high prevalence risks for consumers and record individualised strategies to manage the risks. Care plans include individualised interventions to guide staff in behaviour management.

The service demonstrated staff practice is guided by organisational policies and procedures that address high-impact, high-prevalence risk areas including falls management and behaviour management.

In response to an identified increase in wounds, management advised they engaged a wound consultant to conduct an audit of all wound and skin integrity issues. The Approved Provider provided additional information demonstrating it is committed to implementing the wound consultants’ recommendations.

While the Assessment Team identified some deficits in documentation for consumers who pose a falls risk, the Assessment Team found the service manages falls effectively. The Approved Provider has demonstrated a commitment to continuous improvement by implementing a review of charting processes and staff training

An overall rating for this Quality Standard is not given as two of the seven specific requirements have been assessed.

### 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.*

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

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

# 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 individual 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, consumers considered they get quality care and services when they need them and from people who are knowledgeable, capable and caring. For example:

* Overall, consumers said they get the care they need. Most consumers said staff respond to call bells within a timely manner and they do not have to wait long.

Staff said they have sufficient time to provide care to consumers. Management demonstrated key positions have been stable and staffing numbers remain consistent.

Roster documents demonstrated vacant shifts are filled.

An overall rating for this Quality Standard is not given as one of the five specific requirements have been assessed.

## 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

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.