Northcourt Nursing Home

Performance Report

7 Saunders Street   
NORTH PARRAMATTA NSW 2151  
Phone number: 02 9683 8034

**Commission ID:** 2604

**Provider name:** Christadelphian Homes Limited

**Assessment Contact - Site date:** 19 November 2020

**Date of Performance Report:** 7 January 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** |  |
| Requirement 2(3)(c) | Compliant |
| **Standard 3 Personal care and clinical care** | **Non-compliant** |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(g) | Non-compliant |
| **Standard 4 Services and supports for daily living** |  |
| Requirement 4(3)(c) | 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 did not submit a response to the Assessment Team report.

# 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

This Quality Standard is not assessed as only one of the five specific requirements were assessed. The requirement assessed is found as compliant

## Assessment of Standard 2 Requirements

### Requirement 2(3)(c) Compliant

*The organisation demonstrates that assessment and planning:*

1. *is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

# STANDARD 3 NON-COMPLIANT 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 relevant documents.

Most sampled consumers considered that they receive personal care and clinical care that is safe and right for them. Generally, progress notes and other documents reviewed for the consumers sampled reflect individualised care that is safe, effective and tailored to the specific needs and preferences of the consumer. However, in relation to infection control and COVID 19 preparedness the service was not able to demonstrate that their plan would be able to be implemented within the required time frames.

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

### 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.*

The service was able to demonstrate that all consumers are provided with safe and effective care, specifically in those consumers with pain and wound care need. Most consumers and their representatives sampled were happy with the care that the consumer was receiving.

### Requirement 3(3)(g) Non-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 found that overall, feedback from consumers was positive and staff were able to describe strategies to minimise infections and decrease the usage of antibiotics. The service has policies and procedures in place for infection control and to reduce the risk of resistance to antibiotics. However, strategies for COVID preparedness was still being implemented, there were areas of the environment that were observed to be unclean.

The service has an outbreak management plan which is reviewed weekly, however review dates were not included on the plan. The service has appropriate outbreak managements kits and adequate supplies of personal protective equipment, however there was no checklist to demonstrate that the kit had been checked or when items were due to expire.

The Assessment Team were advised that part of the outbreak management plan was to isolate Covid-19 positive residents in a house located nearby which had been recently acquired. It was acknowledged that the house was still in the planning stages and that the current plan for any Covid-19 positive consumer would be to transfer to hospital or to isolate in their rooms.

The approved provider did not provide any response or information to refute the findings of the Assessment Team, however it is acknowledged that the service has demonstrated that some actions and improvements have been achieved in relation to this requirement since the previous assessment. Despite this and based on the information provided by the Assessment Team this, I find this requirement Non-compliant at the time of the assessment.

# STANDARD 4 Services and support for daily living

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

This Quality Standard is not assessed as only one of the seven specific requirements were assessed. The requirement assessed is found as compliant

## Assessment of Standard 4 Requirements

### Requirement 4(3)(c) Compliant

*Services and supports for daily living assist each consumer to:*

1. *participate in their community within and outside the organisation’s service environment; and*
2. *have social and personal relationships; and*
3. *do the things of interest to them.*

# 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)(g)

*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 Approved Provider must demonstrate that:

* The Covid-19 management plan is reviewed and updated and that all areas of the environment are cleaned in a timely manner. Ensure that the outbreak management kits are checked to include appropriate items and the management plan can be implemented.