Accreditation Decision and Report

**Decision to re-accredit service following a site audit**

**Service and approved provider details**

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| --- | --- |
| **Name of service:** | Northern Gardens Aged Care |
| **RACS ID:** | 3746 |
| **Name of approved provider:** | Aged Care Group Pty Ltd |
| **Address details:** | 867 Sydney Road COBURG NORTH VIC 3058 |
| **Date of site audit:** | 02 July 2019 to 04 July 2019 |

**Summary of decision**

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| **Decision made on:** | 08 August 2019 | |
| **Decision made by**: | Authorised delegate of the Aged Care Quality and Safety Commissioner (Commissioner) under section 76 of the *Aged Care Quality and Safety Commission Act 2018* to decide under section 41 of the *Aged Care Quality and Safety Commission Rules 2018* (Rules) about the accreditation of a service. | |
| **Decision:** | To re-accredit the service under section 41 of the Rules. | |
| **Further period of accreditation:** | 25 September 2019 to 25 September 2022 | |
| **Assessment of performance with the Aged Care Quality Standards** | | |
| Standard 1 Consumer dignity and choice | | Met |
| Standard 2 Ongoing assessment and planning with consumers | | Not Met |
| Standard 3 Personal care and clinical care | | Met |
| Standard 4 Services and supports for daily living | | Met |
| Standard 5 Organisation’s service environment | | Met |
| Standard 6 Feedback and complaints | | Met |
| Standard 7 Human resources | | Met |
| Standard 8 Organisational governance | | Not Met |
| **Timetable for making improvements:** | By 07 October 2019 | |
| **Revised plan for continuous improvement due:** | By 21 August 2019 | |

**This decision is published on the Aged Care Quality and Safety Commission’s (Commission) website under section 48 of the Rules.**

## Introduction

**This is the report of an assessment of Northern Gardens Aged Care (the Service) conducted from 02 July 2019 to 04 July 2019.**

**This assessment was conducted for the purposes of assessing the provider’s performance in relation to the Service against the Aged Care Quality Standards (the Quality Standards) in accordance with the Aged Care Quality and Safety Commission Rules 2018.**

This report details the findings of this performance assessment and contains a detailed report about the performance of the Service against each Quality Standard assessed and the requirements within each Quality Standard assessed rated as either, Met or Not Met.

For a ‘Not met’ finding, the Assessment Team has provided information about why the requirement was Not Met.

This Report is to be read in conjunction with the Quality Standards.

## Assessment Details

The assessment was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

The following interviews were undertaken:

| **Type** | | **Number** |
| --- | --- | --- |
| Consumers | 13 | |
| Representatives | 10 | |
| Acting manager | 1 | |
| Care staff | 8 | |
| Clinical care coordinator | 1 | |
| Hospitality staff | 3 | |
| Director of Care & Compliance | 1 | |
| Registered and enrolled nurses | 4 | |
| Lifestyle team leader | 1 | |
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## Detailed findings

This section covers information about the assessment of the provider’s performance, in relation to the service, against each of the requirements of the Quality Standards that were assessed.

### Standard 1: Consumer dignity and choice Met

#### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

#### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

#### Summary of Assessment of Standard 1:

The Assessment Team found that the service met all six requirements under standard one.

Consumer experience interviews show that 100% of consumers and representative randomly interviewed agreed that staff treat them with respect all or most of the time. The organisation uses feedback, surveys and consumer meetings to confirm that consumers are satisfied that staff treat them with respect and help them maintain their identity and live the life they choose.

The organisation demonstrated that consumers are treated with dignity and respect. Staff were observed to interact with consumers in a way that promoted dignity and respect. Staff are provided with training opportunities in relation to privacy and dignity and training incorporates customer service.

Staff could provide meaningful examples of how they help consumers make choices and identified through the performance assessment ways to improve their engagement with consumers. Staff were able to identify consumers who wish to undertake risk activities and ways they monitor and review this.

The privacy and confidentiality of consumer information is maintained and consumers are satisfied that their privacy is maintained. Staff were able to describe ways they maintain privacy during care delivery and how they make consumers feel respected and comfortable.

#### Requirements:

Standard 1 Requirement 3(a) Met

The organisation demonstrates that each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

##### **Standard 1 Requirement 3(b) Met**

The organisation demonstrates that care and services are culturally safe.

Standard 1 Requirement 3(c) Met

The organisation demonstrates that each consumer is supported to exercise choice and independence, including to:

1. make decisions about their own care and the way care and services are delivered; and
2. make decisions about when family, friends, carers or others should be involved in their care; and
3. communicate their decisions; and
4. make connections with others and maintain relationships of choice, including intimate relationships.

Standard 1 Requirement 3(d) Met

The organisation demonstrates that each consumer is supported to take risks to enable them to live the best life they can.

Standard 1 Requirement 3(e) Met

The organisation demonstrates that information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.

Standard 1 Requirement 3(f) Met

The organisation demonstrates that each consumer’s privacy is respected and personal information is kept confidential.

### Standard 2: Ongoing assessment and planning with consumers Not Met

#### Consumer outcome:

1. 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.

#### Summary of Assessment of Standard 2:

The Assessment Team found that three of the five requirements under standard two were met.

Consumer experience interviews show that 100% of consumers and representative randomly interviewed are satisfied with the care provided all or most of the time. Consumers reported feeling safe in the service however not all were satisfied with the inclusion of others involved in their care decisions.

While the service demonstrated that it undertakes care assessment and planning including the consideration of risks, it could not adequately demonstrate that assessment and planning is based on ongoing partnership with the consumer and that the outcomes of care and planning are effectively communicated and readily available to the consumer.

Staff were able to outline how that receive and document care information in the consumers’ file, however said that they generally engage with the representative rather than the consumer themselves, even when the consumer is able to advocate for themselves. Consumer file review demonstrated that although occurring regularly the current processes to review care are based on informing representatives about what has occurred, rather than partnering with the consumer and representative to plan and review care.

Management have commenced a review of their care review processes to ensure that partnering with the consumer is included in this process. Consumers provided positive feedback following the change that was implemented during the performance assessment.

#### Requirements:

Standard 2 Requirement 3(a) Met

The organisation demonstrates that 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.

##### **Standard 2 Requirement 3(b) Met**

The organisation demonstrates that 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.

Standard 2 Requirement 3(c) Not Met

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 2 Requirement 3(d) Not Met

The organisation demonstrates that the outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.

Standard 2 Requirement 3(e) Met

The organisation demonstrates that 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.

### Standard 3: Personal care and clinical care Met

#### 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.

#### Summary of Assessment of Standard 3:

The Assessment Team found that the service met all seven requirements under standard three.

Consumer experience interviews show that 100% of consumers and representative randomly interviewed outlined in various ways they felt safe always or most of the time and get the care they need always or most of the time. Feedback from the majority of consumers and representatives outlined that care is being tailored to their needs, and optimises their health and well being.

Staff were able to outline consumers’ needs including those with high impact or high prevalence risks and interventions undertaken to meet their needs. Staff practices demonstrated knowledge of care recipients needs and infection control. Staff could outline steps they would take for a consumer nearing end of life. Staff discussed how information regarding changes in consumer needs are shared and the handover processes.

Review of consumer files demonstrated that care needs are identified with interventions generally implemented and regular review of files is undertaken by staff. Clinical audits, indicators and incidents are completed and monitored to ensure needs are being met. Infection control strategies are implemented as needed and monitoring of vaccination levels occurs.

#### Requirements:

Standard 3 Requirement 3(a) Met

The organisation demonstrates that 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.

Standard 3 Requirement 3(b) Met

The organisation demonstrates effective management of high impact or high prevalence risks associated with the care of each consumer.

Standard 3 Requirement 3(c) Met

The organisation demonstrates that the needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.

Standard 3 Requirement 3(d) Met

The organisation demonstrates that deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.

Standard 3 Requirement 3(e) Met

The organisation demonstrates that information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.

Standard 3 Requirement 3(f) Met

The organisation demonstrates timely and appropriate referrals to individuals, other organisations and providers of other care and services.

Standard 3 Requirement 3(g) Met

The organisation demonstrates 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.

### Standard 4: Services and supports for daily living Met

#### 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.

#### Summary of Assessment of Standard 4:

The Assessment Team found that the service met all seven requirements under standard four.

Consumer experience interviews show that 100% of consumers and representative randomly interviewed outlined in various ways get the services they need always or most of the time and are encouraged to do as much as possible for themselves always or most of the time. Consumers and representatives provided feedback about the supports provide for daily living including ways in which their emotional, spiritual and psychological wellbeing is maintained.

Consumer experience interviews show that 86% of consumers and representative randomly interviewed outlined in various ways that consumers like the food most of the time or always. Two consumers or representatives provided feedback that the food is only liked some of the time due to personal preferences or the need for the food to be modified.

Staff could outline individual interventions used to support consumers in relation to spiritual and emotional wellbeing. This included knowing representatives and engaging consumers in activities of interest to them inside and outside the service. Staff could outline dietary needs of consumers and what they do if a consumer does not like the meal. Staff confirmed they have sufficient equipment available for use.

#### Requirements:

Standard 4 Requirement 3(a) Met

The organisation demonstrates that each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.

Standard 4 Requirement 3(b) Met

The organisation demonstrates that services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.

Standard 4 Requirement 3(c) Met

The organisation demonstrates that 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.

Standard 4 Requirement 3(d) Met

The organisation demonstrates that information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

Standard 4 Requirement 3(e) Met

The organisation demonstrates timely and appropriate referrals to individuals, other organisations and providers of other care and services.

Standard 4 Requirement 3(f) Met

The organisation demonstrates that where meals are provided, they are varied and of suitable quality and quantity.

Standard 4 Requirement 3(g) Met

The organisation demonstrates that where equipment is provided, it is safe, suitable, clean and well maintained.

### Standard 5: Organisation’s service environment Met

#### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

#### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

#### Summary of Assessment of Standard 5:

The Assessment Team found that the service met all three requirements under standard five.

Consumers and representatives provided feedback in various ways about the service environment being welcoming, clean and well maintained. A number provided positive feedback on the recent refurbishments to the service and new furniture that has been provided.

The service environment was observed to be clean, tidy and well maintained, with current refurbishment occurring to outdoor areas and some care recipient rooms. Staff could describe maintenance processes and how they report any issues they identify. Cleaning staff were observed to be carrying out their duties within the service.

Management outlined processes to monitor the service environment and the maintenance processes. Management also discussed the refurbishment processes currently being completed to enhance the living environment and access to outdoors for consumers.

#### Requirements:

Standard 5 Requirement 3(a) Met

The organisation demonstrates that the service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.

Standard 5 Requirement 3(b) Met

The organisation demonstrates that the service environment:

1. is safe, clean, well maintained and comfortable; and
2. enables consumers to move freely, both indoors and outdoors.

Standard 5 Requirement 3(c) Met

The organisation demonstrates that furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

### Standard 6: Feedback and complaints Met

#### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

#### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

#### Summary of Assessment of Standard 6:

The Assessment Team found that the service met all four requirements under standard six.

Consumer experience interviews show that 100% of consumers and representative randomly interviewed agreed that staff follow up when they raise things always or most of the time. Consumers were able to describe ways in which to provide feedback and four consumers and representatives outlined that times they have made complaints and that these were resolved satisfactorily.

Staff are able to outline processes for documenting feedback on behalf of consumers and providing this to management. Staff feedback included that they have had customer service training.

The service seeks feedback in various ways including feedback forms available for lodgement, consumer meetings, consumer surveys and face to face meetings. A process is available for acknowledging and following up on feedback. Management said they use an open disclosure approach and additional training is planned for staff on the open disclosure process.

#### Requirements:

##### **Standard 6 Requirement 3(a) Met**

The organisation demonstrates that consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

Standard 6 Requirement 3(b) Met

The organisation demonstrates that consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

Standard 6 Requirement 3(c) Met

The organisation demonstrates that appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

Standard 6 Requirement 3(d) Met

The organisation demonstrates that feedback and complaints are reviewed and used to improve the quality of care and services.

### Standard 7: Human resources Met

#### 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.

#### Summary of Assessment of Standard 7:

The Assessment Team found that the service met all five requirements under standard seven.

Consumer experience interviews show that 100% of consumers and representative randomly interviewed agreed that staff were kind and caring always or most of the time. Consumers and representatives spoke positively of the staff and described in various ways how staff interactions are kind, caring and respectful.

Consumer experience interviews show that 93% of consumers and representative randomly interviewed agreed that staff know what they are doing always or most of the time. One consumer or representative answered some of the time to this question due to delays in their medication administration. The majority of consumers and representatives interviewed were satisfied with the number of staff with one consumer or representative providing feedback that the service needs more staff.

Staff interviewed confirmed in various ways that they have enough staff and enough time to complete their tasks. Staff could describe what was important to individuals and were able to describe care that was respectful and that they were confident to report any care that was not meeting this requirement.

Management demonstrated monitoring processes to ensure that the workforce has sufficient, skilled and qualified staff and that these staff work in a kind and respectful way.

#### Requirements:

Standard 7 Requirement 3(a) Met

The organisation demonstrates that 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.

Standard 7 Requirement 3(b) Met

The organisation demonstrates that workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.

Standard 7 Requirement 3(c) Met

The organisation demonstrates that the workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.

Standard 7 Requirement 3(d) Met

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

Standard 7 Requirement 3(e) Met

The organisation demonstrates that regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.

### Standard 8: Organisational governance Not Met

#### 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.

#### Summary of Assessment of Standard 8:

The Assessment Team found that the service met four of five requirements under standard eight.

Consumer experience interviews show that 100% of consumers and representatives randomly interviewed agreed that the place was well run always or most of the time. However, 73% of consumers and representatives randomly interviewed said in various ways they have not been engaged in the development and ongoing review of their care.

The organisation could not demonstrate practices to ensure that consumers are engaged in the development, delivery and evaluation of care and services. While there are a number of forums to provide feedback this has not always been done in consultation with consumers and has been done with representatives even when consumers are able to advocate for themselves, including for those with English as a second language.

Management demonstrated the organisation has governing systems in place and monitors and reviews performance however said that further actions are being implemented to enhance these systems in alignment with the new aged care standards.

#### Requirements:

Standard 8 Requirement 3(a) Not Met

The organisation demonstrates that consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

Standard 8 Requirement 3(b) Met

The organisation demonstrates that the organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

Standard 8 Requirement 3(c) Met

The organisation demonstrates effective organisation wide governance systems relating to the following:

1. information management;
2. continuous improvement;
3. financial governance;
4. workforce governance, including the assignment of clear responsibilities and accountabilities;
5. regulatory compliance;
6. feedback and complaints.

Standard 8 Requirement 3(d) Met

The organisation demonstrates 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.

Standard 8 Requirement 3(e) Met

The organisation demonstrates that where clinical care is provided—a clinical governance framework, including but not limited to the following:

1. antimicrobial stewardship;
2. minimising the use of restraint;
3. open disclosure.