Nuffield Village

Performance Report

Gough Drive   
CASTLE HILL NSW 2154  
Phone number: 02 8820 3082

**Commission ID:** 0039

**Provider name:** Anglican Community Services

**Assessment Contact - Site date:** 3 June 2020

**Date of Performance Report:** 3 July 2020

# 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** | **Non-compliant** |
| Requirement 3(3)(a) | Non-compliant |
| **Standard 5 Organisation’s service environment** | **Non-compliant** |
| Requirement 5(3)(b) | Non-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
* the provider’s response to the Assessment Contact - Site report received 22 June 2020.

# 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

The Quality Standard is assessed as Non-compliant as one requirement assessed has been assessed as Non-compliant.

### Assessment of Standard 3 Requirement

### Requirement 3(3)(a) Non-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.*

I do not consider that each consumer gets safe and effective personal care, clinical care, or both, that is best practice, is tailored to their needs and optimises their health and well-being. The assessment team found that consumer nutrition is not managed to optimise consumer well-being, and that unplanned weight loss is not sufficiently monitored and does not result in referral for nutritional expertise. Audits identifying this have not brought about improvements. Further, consumer concerns in relation to personal and clinical care, in the form of complaints and feedback, are not always addressed. Risk as a result of wandering behaviours was not always managed to ensure consumer safety, and complaints about unmanaged wandering and intrusive behaviours of some consumers have not resulted in improvements in care provision or referral for behavioural management review and support.

In its response the approved provider set out the actions it had taken or would take to address the issues identified. While these improvements are acknowledged, I consider that the approved provider is non-compliant with this requirement.

# STANDARD 5 NON-COMPLIANT Organisation’s service environment

### 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.

## Assessment of Standard 5

The Quality Standard is assessed as Non-compliant as one requirement assessed has been assessed as Non-compliant.

## Assessment of Standard 5 Requirement

### Requirement 5(3)(b) Non-compliant

*The service environment:*

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

I do not consider that the approved provider was able to demonstrate that the service had been adequately maintained to enable it to provide a clean, safe environment for consumers. The assessment team observed numerous instances of internal and external areas requiring attention or review. The assessment team also identified other concerns which presented challenges for the service in providing a safe and comfortable environment for consumers, including concerns in relation to storage space, inadequate staff working areas and staff amenities, issues in relation to being able to manage social distancing, unsafe management practices for contaminated waste and storage of soiled linen and issues in relation to monitoring and maintenance of the call bell system. In addition, there were no risk assessments of the environment or improvements undertaken to further ensure the safety of consumers who may wander.

In its response the approved provider set out the actions it had taken or would take to address the issues identified. While these improvements are acknowledged, I consider that the approved provider is non-compliant with this requirement.

# 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.

**Standard 3 requirement 3(3)(a)**

*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.*

* Ensure that each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care by, including but not limited to, effectively managing consumer nutrition and weight loss, investigating concerns raised or issues/trends identified and taking appropriate action, and managing risk as a result of wandering behaviours.

**Standard 5 requirement 5(3((b)**

The service environment:

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

* Ensure that the service environment is safe, clean, well maintained and comfortable by, including but not limited to, regular review (including risk assessments) and maintenance of internal and external areas and the call bell system and taking timely action to address concerns identified, appropriate use of storage space, optimising opportunities for provision of adequate staff working areas and staff amenities and social distancing, and implementing safe management practices for contaminated waste and storage of soiled linen.