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:** 1 December 2020

**Date of Performance Report:** 8 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| **Standard 5 Organisation’s service environment** |  |
| Requirement 5(3)(b) | 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

# 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 relevant documents.

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

One consumer raised concerns in relation to administration of medication

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

### 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 Assessment Team found that the consumers sampled had clinical care and personal care tailored to their needs that optimised their health and well being and was in line with best practice. Documents reviewed show incidents are reported and managed this includes behavioural incidents and falls. Risk assessments are completed and delirium screening occurs along with review of consumers personal care needs when appropriate. Unintentional weight loss is monitored and procedures are in place for review by allied health professionals when necessary. Wound care and pain management are monitored and allied health professionals are consulted when necessary. The service is monitoring the use of psychotropic medication and efforts are being made to review and ensure these medications are prescribed appropriately. I note one consumer raised concerns in regard to administration of prescribed medication at the correct times and the Assessment Team reports that management have developed further strategies in consultation with the pharmacist and registered nurses to ensure correct administration.

The Approved Provider did not submit a response.

I am of the view that the Approved Provider does comply with this requirement as it does demonstrate that it adequately ensures that consumers get safe and effective personal and clinical care.

# STANDARD 5 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team observed the service environment, spoke with consumers about their experience of the service environment and interviewed care staff about the suitability and safety of equipment. The team also examined relevant documents.

A range of improvements have been undertaken in the service environment. Consumers sampled were satisfied with their environment and had no complaints. Many talked about how they felt comfortable and happy in their home.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 5 Requirements

### Requirement 5(3)(b) Compliant

*The service environment:*

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

The Assessment Team found that a range of improvements have been undertaken as a result of issues raised in the performance assessment of 3 June 2020 so the service environment is safe clean well maintained, comfortable and consumers can move freely indoors and outdoors. Broken and faulty equipment has been replaced, high pressure cleaning has occurred and painting has occurred. Carpets have been cleaned, new furniture has been purchased and lighting has improved. The general environment has been decluttered and cleaned and consumers can access outdoor areas. Those in the memory support unit have access to an attractive and well maintained garden area and can go outside the service with assistance from staff or relatives/representatives.

The Approved Provider did not submit a response.

I am of the view that the Approved Provider does comply with this requirement as it does demonstrate that the service environment is adequately cleaned and maintained.

# 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.