Ocean Star Aged Care

Performance Report

207 Ocean Drive   
BUNBURY WA 6230  
Phone number: 08 9796 6600

**Commission ID:** 7249

**Provider name:** Catholic Homes Incorporated

**Assessment Contact - Site date:** 16 March 2021

**Date of Performance Report:** 2 June 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** | **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, 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 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 demonstrated each consumer gets safe and effective personal and clinical care. The service undertakes assessment of each consumer’s clinical needs and develops a care plan consistent with assessment information and tailored to consumer’s preferences. Specialist services are accessed to provide optimum care including a dietician, speech pathologist, physiotherapist, podiatrist and mental health services. The service has policies and procedural guidelines for staff based on best practice. Staff reported they follow specialist recommendations in consumers’ clinical care; and care staff reported they have sufficient time to provide the care consumers ask for. All sampled consumers stated staff are very good to them and are familiar with their needs and preferences concerning personal and clinical care.

# 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 Requirements

### 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.*

The service was unable to demonstrate that consumers can move freely into outdoor areas. All doors leading to the outdoors are locked and doors leading from the dining room into a large central courtyard are generally locked, or if not locked, are very heavy and difficult for consumers to open. Management reported the service is now secured due to COVID-19 Government restrictions, however, the service has not addressed the restrictions with changes to ensure consumers can freely access an outdoor area. Staff and consumers stated that the service’s doors were locked to prevent one consumer from absconding, contrary to advice from management. The service conducts a walking group five days a week at 9.00am which, due to the time and number of staff available to assist, is restrictive on consumers who may attend the group. Representatives and consumers stated they would like to go outside more, and one consumer stated they feel trapped.

# 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 5**

* Ensure the service environment enables consumers to move freely, both indoors and outdoors.