Palm Lake Care Beachmere

Performance Report

145 Bishop Road   
BEACHMERE QLD 4510  
Phone number: 07 3517 7000

**Commission ID:** 5563

**Provider name:** Palm Lake Care Operations Pty Ltd

**Assessment Contact - Site date:** 12 August 2020

**Date of Performance Report:** 18 September 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 2 Ongoing assessment and planning with consumers** | **Non-compliant** |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(b) | Non-compliant |
| Requirement 2(3)(c) | Compliant |
| Requirement 2(3)(d) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(c) | Compliant |
| Requirement 3(3)(d) | Compliant |
| Requirement 3(3)(e) | Compliant |
| Requirement 3(3)(f) | Compliant |
| Requirement 3(3)(g) | 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 provider’s response to the Assessment Contact - Site report received 8 September 2020.

# STANDARD 2 NON-COMPLIANT 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

The Assessment Team found that overall sampled consumers and representatives reported that they feel like partners in the ongoing assessment and planning of their care and services. Consumers and representatives expressed their satisfaction with the information that is provided to them about, and their involvement in, care planning processes and access to the consumer’s care and services plan if they wish.

Care planning documents reflect that consumers and/or their representatives are involved in the assessment and planning and includes other providers of care and services including, for example, medical officers (MOs) and allied health specialists.

The service demonstrated that consumers’ care and services are reviewed when circumstances change impact on the needs, goals or preferences of the consumer.

However, while consumers and their representatives are satisfied and feel like partners in the ongoing assessment and planning of their care and services, they spoke of not being consulted about advance care planning or end of life wishes by the service.

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

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Compliant

*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.*

### Requirement 2(3)(b) Non-Compliant

*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.*

The Assessment Team found that consumers and representatives indicated they had not been involved in advance care planning or end of life planning and care planning documentation did not include this information. In addition staff did not demonstrate an understanding of the process to collect this information. While I accept the approved provider’s response that advance care planning and end of life planning was discussed, along with a number of other topics, at the time of a consumer’s entry to the service, there is limited evidence this initial conversation was followed up in any systemic way.

I accept the approved provider has since enhanced its system and further training has been provided to staff. However at the time of the Assessment visit assessment processes did not always identify and address consumers care needs and wishes in relation to advance care planning and end of life wishes.

This requirement is non-compliant.

### 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.*

### Requirement 2(3)(d) Compliant

*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.*

### Requirement 2(3)(e) Compliant

*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 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

Consumer and representatives said the consumer gets the care they need and that they feel safe. Consumers and their representatives gave various examples of how staff ensure the care provided to consumers was right for them.

Consumers and representatives said the consumer is referred to their MO or other health professional to meet their changing personal or clinical care needs. Consumers and representatives said the referral occurs promptly and they are satisfied with the care delivered by those to whom they have been referred.

Staff could describe how they ensure care is best practice, their opportunities for continuing education and how they ensure information is shared both within the organisation and with others outside the organisation.

The service was able to demonstrate they recognise and address the needs, goals and preferences of consumers nearing their end of life to ensure their wishes and preferences for end of life care are recognised and respected.

Care staff demonstrated an understanding of precautions to prevent and control infection and the steps they could take to minimise the need for antibiotics.

The Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as 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.*

While the Assessment Team identified some documentation issues in relation to the use of restraint, I am satisfied appropriate consultative processes are in place fir the use of physical restraint. In relation to chemical restraint, I am satisfied the service was working with the medical officer to compete the restrictive practise assessment and authorisation form and this has now been resolved.

This requirement is Compliant.

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

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

While the Assessment team identified deficits in the service capturing information from consumers in relation to advance care planning and end of life planning if the consumer wishes, I am satisfied the service appropriately identified the deterioration of the consumer identified in the Assessment Teams report, consulted with representatives and the medical officer at that time and implemented appropriate palliative care strategies. I also accept the approved providers response it was not aware of consultation prior to the consumers entry to the service between the family and other care organisations about a potential referral to specialist palliative care. I have no evidence the lack of a referral impacted on the consumers palliation.

This requirement is Compliant.

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

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

### Requirement 3(3)(d) Compliant

*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.*

### Requirement 3(3)(e) Compliant

*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.*

### Requirement 3(3)(f) Compliant

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

### Requirement 3(3)(g) 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.*

# 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 2(3)(b)

*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.*

Implement processes to ensure there is follow up with consumers and/or their representatives to identify and address the consumers needs, goals and preferences in relation to advance care planning and end of life planning.