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:** 18 December 2020

**Date of Performance Report:** 10 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(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
* feedback received by the Commission.

# STANDARD 2 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 did not assess all Requirements in this Standard; therefore, a compliance rating or summary is not provided.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(b) 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 identified assessment and planning addressed consumers’ current needs, goals and preferences. Management had taken action to improve the service’s performance in this Requirement. Consumers and consumer representatives were satisfied with the quality of care and services.

For the consumers sampled, care documentation detailed the consumers’ current needs, goals and preferences.

The Assessment Team reviewed consumer care documentation and identified, advance care planning and EOL information was discussed with consumers and/or representatives on entry to the service; when the consumer wishes and as the consumer’s care needs change.

Interviews of sampled consumers or their representatives demonstrated overall satisfaction that their current needs, goals and preferences, were identified and addressed. Consumers and/or representatives who were asked if they had discussed end of life wishes with the service, said they had either made their end of life wishes clear or did not wish to discuss it at this stage. They said they felt comfortable to approach the registered staff or management if they needed to.

Registered staff described processes for assessing consumer needs and these were evidenced in assessments and care planning documentation. Registered staff were able to describe the process to identify and address consumers current needs, goals and preferences which included talking to the consumer and their representatives about what matters most to them.

Care staff interviewed were able to describe what was important to the consumers sampled in terms of how their personal and clinical care was delivered, including their needs, goals and preferences. Staff interviewed provided an understanding of consumers’ needs and preferences and said they referred to the registered staff if they require more information.

The clinical management team and registered staff described how they approach end of life and advance care planning conversations with consumers during care planning. End of life wishes were communicated to staff through the care plan and at handover.

Management advised improvements had been implemented at the service. The Assessment Team reviewed these improvements and noted they have been implanted and evaluated as effective in meeting this Requirement.

Review of clinical files for consumers sampled, the service’s plan for continuous improvement and other documentation identified the service had completed these improvements. Therefore, it is my decision this Requirement is now Compliant.

# 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.