Palm Lake Care Toowoomba

Performance Report

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**Commission ID:** 5784

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

**Assessment Contact - Site date:** 15 January 2021

**Date of Performance Report:** 16 February 2021

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# 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Compliant** |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(b) | 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 3 February 2021
* the Infection Control Monitoring Checklist completed as an element of the Assessment Contact.

# STANDARD 2 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

Consumers and representatives said they are involved in assessment and care planning and confirmed that they could access their care plan if they wished to. They said that the care and services they receive are reviewed when consumers’ circumstances change or when incidents impact on consumers’ needs, goals and preferences. Consumers and representatives described how staff use plain language that they can understand when planning care and services.

Consumer files demonstrated the service undertakes a comprehensive assessment and care planning process when a consumer enters the service. This process supports the identification of the consumers’ needs, goals and preferences, required assistance and interventions, the management of personal and clinical risks, advance care planning where appropriate, and those people who are to be included in the planning and evaluation of care delivery. The Assessment Team identified that care plans reflected strategies to address consumers’ pain, skin integrity, diabetes management, restraint, nutrition, hydration and mobility. Care plans are reviewed on a regular basis and when there is a change in the consumer’s condition. The Assessment Team found that care was reviewed following incidents such as falls, when a referral is made to allied health specialists and when pain needs change.

Registered nursing staff are involved in the assessment and care planning process together with consumers, representatives, medical officers and allied health specialists. Assessments, including clinical risk assessments are completed for new consumers and are reviewed on an ongoing basis or when needs change. An interim care plan guides staff practice during the early stages following a consumer’s entry to the service.

Staff said they are guided by what the consumer wants and who they wish to be involved in their care planning. They said they liaise with the consumer and their representatives through telephone conversations, via email and meetings. Staff described the processes for referral to allied health professionals and explained how changes to care are communicated to staff at handover.

Policies and procedures specific to this Standard guide staff practice, including in relation to assessment and planning processes, end of life planning, referral processes and sharing of information.

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

### 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

Consumers generally considered that they receive personal care and clinical care that is safe and right for them and that staff know their care needs. They said they have access to allied health services including physiotherapy, occupational therapy, dietitian, speech therapy and podiatry and felt confident that the service would deliver appropriate care as they approached the end of life.

Consumers and representatives said the consumer gets the care they need, and they feel safe. They gave various examples of how staff ensure the care provided to consumers was right for them. This included regularly asking them about their care and the way it is delivered and through involving consumers and representatives in discussions regarding alternative care options available.

Consumers and representatives said the consumer is referred to their medical officer or other health professionals 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.

The Assessment Team found that the care planning documentation they reviewed evidenced care that was safe, effective and tailored to the needs of the individual. This included for example, complex clinical care needs such as catheter management, diabetes management, wound care and sensory impairment.

In relation to skin care the service uses repositioning, hygiene care, moisturisers, pressure relieving devices and limb protectors to promote skin integrity.

Pain assessments including specialised assessment tools for non-verbal consumers are in place. The Assessment Team reviewed the care of some consumers with chronic pain or changed pain management needs and found care delivery was safe and effective.

In relation to restraint, a restraint and protective assistance process is in place that reflects the legislation. The organisation states it is committed to using restraint as a temporary solution that is only implemented after a comprehensive assessment process.

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 service and with others outside the service. They had an understanding of how to escalate any concerns relating to consumers to a registered nurse and were familiar with incident reporting processes and end of life care.

Registered staff demonstrated an understanding of consumers’ individual needs and how these were being managed and monitored. This included high impact and high prevalence risks for consumers such as falls, swallowing difficulties and complex behaviours.

Care is monitored by seeking consumer and representative feedback, completing three monthly care reviews and through observations of staff practice. In addition to this, senior clinical staff meet with registered nurses regularly to discuss any changes in consumers’ care needs. Clinical records indicated that consumers are monitored closely by registered nurses and any changes are identified and responded to in a timely manner with representatives notified of the concern.

Staff demonstrated an understanding of precautions to prevent and control infection and the steps they could take to minimise the need for antibiotics. They could describe the actions they would take if a consumer presented with the signs and symptoms of an infections.

Staff advised they have received an influenza injection and have participated in education and training in relation to infection control and COVID-19. This included a focus on hand hygiene, cough and sneeze etiquette and correct use of personal protective equipment. Registered staff said they monitor staff ensuring their practices are appropriate in relation to infection control and that they are practicing social distancing. In addition to this, the approved provider’s response to the Assessment Team’s report provided further clarification of actions the service takes in relation to infection control.

A clinical governance framework is in place and staff have access to policies, procedures and can refer to other health professionals as required. Staff said policies and procedures provide guidance in areas including restraint, pressure injury prevention, risk management, end of life care, infection control and pain management.

The Quality Standard is assessed 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.*

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

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

### 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

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.