Parklands Retirement Haven

Performance Report

72-98 Emerald Park Way
Urangan QLD 4655
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**Commission ID:** 5647

**Provider name:** Burswood Care Pty Ltd

**Assessment Contact - Site date:** 29 July 2021

**Date of Performance Report:** 23 August 2021

# Publication of report

This Performance Report **will 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** |  |
| 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
* the Site audit report for the Site Audit conducted 19 January 2021 to 21 January 2021.
* the Performance report for the Site Audit completed on 26 February 2021.

# 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.*

Assessment and planning processes identified and addressed the consumer’s current needs, goals and preferences, including advance care planning. Consumers and representatives considered they felt like partners in the ongoing assessment and planning of consumers care and services.

Consumers and representatives interviewed confirmed they were involved in care planning with Registered staff and others including the Medical officer and allied health professionals (AHP). Communication was provided to representatives when there were changes to consumers’ care needs and preferences. Consumers and representatives confirmed staff understand their end of life wishes and a review of documentation confirmed the consumers wishes were documented.

Care planning documentation for consumers identified assessment and planning identifies and addressed the consumers’ current needs, goals and preferences, including advance care planning and end of life planning. A review of care and service plans for consumers demonstrated integrated and coordinated assessment and planning involving input from other organisations including Medical officers, Allied health professionals and external advisory services.

Care planning documentation consistently addressed the consumers’ identified care needs, goals and preferences. Registered and care staff demonstrated awareness of care required and consumer’s current needs and preferences based on assessment and care planning documentation. This included falls risk mitigation strategies, skin care, diabetes management, mobility needs, bowel management, behaviour management, oxygen therapy and pain management strategies.

Care planning documentation demonstrated staff discuss Advance care plans and End of life care with consumers and their representatives. The service kept a copy of the consumers’ Advance health directive and Statement of choice documentation.

Consumers and representatives confirmed staff involved them in the consumer’s assessment and care planning through case conferencing, phone calls, electronic communication and care plan reviews. Consumers were satisfied the care and services provided identified and met their current needs, goals and wishes.

Registered staff described the assessment and care planning processes with consumers and their representatives and how their personal and clinical care was delivered, including consumers’ needs, goals and preferences. Care staff demonstrated a shared understanding of consumers’ needs and could refer to the individual care and service plans or speak to the Registered nurse or Clinical nurse manager if they required more information. Care staff were informed at handover and via electronic messages of changes in consumers’ care and service plans following review and recommendations from specialist services. Care staff were able to describe what was important to consumers in terms of their care related to individual needs, goals and preferences.

Management advised End of life care planning was discussed with consumers and their representatives on entry to the service and at three monthly care plan reviews. Consumers who wished to complete an Advanced care plan had done so and those who did not wish to complete End of life planning had indicated this preference, and this had been respected.

The Service was found to be Non-compliant in this Requirement at the Site audit conducted 19-21 January 2021. The service’s Plan for Continuous improvement identified actions the Approved provider had completed to address the deficits in this Requirement. These actions included identifying clinical incidents, strategies to be implemented and revision of individual consumer care plans to address consumers current needs goals and preferences. A review of incident reports demonstrated incidents were recorded, including behavioural incidents and appropriate actions including assessment of behaviour were undertaken following incidents.

Where Advanced care plans were completed, this was included in the consumer’s care planning documentation, a hard copy available at the staff workstation and uploaded on the consumer’s electronic file. Care staff were aware of the location of information to guide their practice should a consumer become palliative.

Management advised the service commences a Palliative care plan for consumers’ nearing end of life and included the consumer’s needs, goals and preferences.

Registered staff received training 9 March 2021 on individualised consumer assessments, care plans and care plan review processes. Registered staff confirmed they had attended the training and were aware of the service’s requirements in relation to assessment and planning.

Clinical management conducted weekly reviews and internal audits on updated care plans, and shared information on the progress at weekly clinical staff meetings. Care staff were informed of consumer changes through alerts generated by electronic documentation system and included in the staff handover process.

The service had a checklist of documents required for completion of consumer assessments and care plans reviews, new staff used the checklist as a guide to ensure consumer care plan assessments and reviews were completed correctly. Review of care plans and assessment tools identified staff were following the checklist to capture consumers’ assessed needs to direct care planning.

Assessment and care planning documents were available in designated envelopes, located at staff workstations to facilitate easy access to care staff. These included supplementary care plans to assist in managing consumers with challenging behaviours.

Registered staff were allocated identified consumers each week to complete consumer care plans reviews and updates. Registered staff were allocated three days per fortnight to update consumer care plan documentation. A review of the care plan review schedule identified this process was up to date.

Management and clinical staff received training on Advanced care planning 11 March 2021, topics included principles of Advanced care planning, legal terminology, timing of conversations, acknowledging values, beliefs and customs, completing a Statement of choice and medical conditions and interventions. Care plans reviewed evidenced this training had been effective in identifying consumers’ end of life wishes.

Based on the information recorded above, 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.