Parkview Aged Care

Performance Report

7-12 Majors Road
NORTH MOONTA SA 5558
Phone number: 08 8825 0000

**Commission ID:** 6123

**Provider name:** Moonta Health & Aged Care Services Inc

**Assessment Contact - Site date:** 10 March 2022

**Date of Performance Report:** 13 April 2022

# Performance report prepared by

Michelle Glenn, delegate of the Aged Care Quality and Safety Commissioner.

# 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

|  |  |
| --- | --- |
| **Standard 1 Consumer dignity and choice** |  |
| Requirement 1(3)(d) | Compliant |

# Detailed assessment

This performance report details the Commissioner’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 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 consumers/representatives, staff and management;
* the provider did not submit a response to the Assessment Contact - Site report;
* an Infection Control Monitoring checklist completed as part of the Assessment Contact – Site undertaken on 10 March 2022; and
* the Performance Report dated 1 September 2021 for the Site audit undertaken from 8 June 2021 to 14 June 2021.

# STANDARD 1 Consumer dignity and choice

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

The Assessment Team assessed Requirement (3)(d) in Standard 1 Consumer dignity and choice as part of the Assessment Contact. All other Requirements in this Standard were not assessed, therefore, an overall rating of the Standard is not provided.

Requirement (3)(d) in Standard 1 was found Non-compliant following a Site Audit undertaken from 8 June 2021 to 14 June 2021 where it was found the service was unable to demonstrate that each consumer was supported to take risks to enable them to live the best life they can. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified at the Site Audit and have recommended Requirement (3)(d) met.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Moonta Health & Aged Care Services Inc, in relation to Parkview Aged Care, Compliant with Requirement (3)(d) in Standard 1 Consumer dignity and choice. I have provided reasons for my finding in the specific Requirement below.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(d) Compliant

*Each consumer is supported to take risks to enable them to live the best life they can.*

The service was found Non-compliant with Requirement (3)(d) following a Site Audit undertaken from 8 June 2021 to 14 June 2021 where it was found the service was unable to demonstrate that each consumer was supported to take risks to enable them to live the best life they can, specifically in relation to one consumer. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Facilitated a case conference with the highlighted consumer and family members, review undertaken by the Medical officer (MO) and a Physiotherapy assessment plan, including a dexterity review, completed.
* Completed a resident risk-taking review to support and respect a consumer's decision to participate in risk taking activities. Assessments undertaken on entry and at the six monthly review or when the consumer’s health status changes.
* Undertaken a Work health and safety and risk assessment of the designated smoking area.
* Reviewed the Specialised nursing policy and procedure and educated staff about the change in procedure.

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* Two consumers sampled expressed satisfaction with the care they receive and indicated their choices are respected and they are supported to undertake activities which include an element of risk.
* Clinical staff described improvements and practices they undertake in relation to risk identification and consultation. Where consumers choose to partake in an activity which includes an element of risk, discussions relating to risks are undertaken with the consumer and/or representative, Medical officer and allied health reviews are initiated, where required, and assessment and management plans are implemented.
* Four of five care files sampled demonstrated activities consumers choose to partake which include an element of risk had been identified and strategies to minimise the impact of those risks to enable consumers to live the best life they can implemented.
* Risks had not been identified or assessments completed for one consumer. Management acknowledged an assessment should have been completed in line with the service’s policy and to support the consumer’s care needs. Management said this would be addressed.
* Staff were aware of consumers who partake in activities which include an element of risk and described strategies to ensure consumers’ safety when undertaking these activities.
* A Risk activity register is maintained and assists staff to identify specific consumers participating in activities which include an element of risk and recommended interventions.

For the reasons detailed above, I find Moonta Health & Aged Care Services Inc, in relation to Parkview Aged Care, Compliant with Requirement (3)(d) in Standard 1 Consumer dignity and choice.

# 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.