Pearl Supported Care

Performance Report

11 Waratah Crescent
Fannie Bay NT 0820
Phone number: 08 8646 1800

**Commission ID:** 7017

**Provider name:** Southern Cross Care (SA, NT & VIC) Inc.

**Assessment Contact - Site date:** 15 September 2020

**Date of Performance Report:** 27 October 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

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| --- | --- |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(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 consumers, representatives, staff and others.

# STANDARD 7 Human resources

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

The Assessment Team assessed Requirements 3(a) and 3(b) in relation to Standard 7. All other Requirements in this Standard were not assessed.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 7 Requirements 3(a) and 3(b) and find the service Compliant with Requirements 3(a) and 3(b).

Most consumers interviewed considered they get quality care and services when they need them and from people who are knowledgeable, capable and caring. The following examples were provided by consumers during interviews with the Assessment Team:

* All eight consumers reported there are sufficient numbers and mix of staff. Two reported they sometimes have to wait a long time for the call bell to be answered. Only one consumer stated this had an impact on their care where they had to wait for staff assistance from the bathroom.
* Five of eight consumers confirmed all care and clinical staff were kind and caring. Three reported some staff had spoken in a different language in front of them and showed impatience and disinterest in caring for them, however, none of the consumers had reported this to management.
* One consumer described an occasion where a care staff member had demonstrated great respect and kindness.
* All reported staff were competent at providing the clinical and personal care they required, however, two consumers reported staff were not familiar with their needs and preferences and they had to relay instructions each shift.

All staff interviewed by the Assessment Team, including hospitality and environmental services staff, confirmed there is an adequate number and skills mix of staff to provide quality care to consumers. Staff stated management are proactive in responding to staff shortages and consumers’ changing dependency needs. Clinical staff described how they provide monthly feedback to management in relation to consumers’ dependency needs and staffing requirements. Staff stated management act on their feedback, evaluate staffing levels and adapt staffing levels accordingly.

Management reported staff speaking in a different language whilst attending to consumers had been previously raised and had been discussed at resident and staff meetings. The Assessment Team were provided evidence of disciplinary action taken against a staff member in relation to this issue.

Documentation viewed by the Assessment Team demonstrated call bell response times are monitored and consumers’ responses recorded. Call bell response times over 10 minutes are identified, investigated and followed up with each affected consumer. Resident meeting minutes for May and July 2020 demonstrated call bell response times had been discussed with consumers.

The Assessment Team observed most staff interactions with consumers to be kind, caring and respectful. One staff member was observed referring to a consumer as ‘darling’, however, all other staff referred to consumers by their first name.

Complaints data viewed from March to September 2020 showed two complaints related to staffing. Seventy three compliments relating to staff practice had been received, including examples of staff demonstrating kindness and compassion.

The Assessment Team found the organisation has monitoring processes in relation to Standard 7 to ensure a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

Based on the information detailed above, I find the approved provider, in relation to Pearl Supported Care, does comply with Requirements 3(a) and 3(b) in Standard 7.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(a) Compliant

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

### Requirement 7(3)(b) Compliant

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

# 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.