Philip Kennedy Centre

Performance Report

Kennedy Court
LARGS BAY SA 5016
Phone number: 08 8242 0122

**Commission ID:** 6090

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

**Assessment Contact - Site date:** 16 March 2021

**Date of Performance Report:** 20 April 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | 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 3 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

### The Assessment Team assessed Requirement (3)(b) in relation to Standard 3. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

### The Assessment Team recommended Requirement (3)(b) in Standard 3 as met. 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 3 and find the service Compliant with Requirement (3)(b).

### Overall, consumers sampled considered that they receive personal care and clinical care that is safe and right for them.

### Consumer files sampled by the Assessment Team demonstrated high impact or high prevalence risks are identified through use of validated assessment tools and are managed, monitored and reviewed. Care files demonstrated outcomes of risk assessments are used to develop appropriate risk mitigation strategies which are incorporated into care plans and assist staff to deliver appropriate care and services to consumers.

### Care planning documents demonstrated appropriate identification, management and monitoring of consumers’ high impact or high prevalence risks. Consumer files sampled included risks related to skin, diabetes management, medications, pain and behaviour management. Additionally, risk mitigation strategies have been implemented and are appropriately managed and monitored by staff. Staff sampled described the most significant clinical and/or personal care risks for consumers sampled in line with care plan documentation.

### Monitoring and review processes are in place to ensure effective management of high impact or high prevalence risks associated with the care of each consumer.

### For the reasons detailed above, I find Southern Cross Care (SA, NT & VIC) Inc., in relation to Philip Kennedy Centre, Compliant in relation to Standard 3 Requirement (3)(b).

### Assessment of Standard 3 Requirements

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

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

# 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 Requirement (3)(a) in relation to Standard 7. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

The Assessment Team recommended Requirement (3)(a) in Standard 7 as met. 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 and find the service is Compliant with Requirement (3)(a).

Most sampled consumers considered that they receive quality care and services when they need them and from people who are knowledgeable, capable and caring. Consumers and representatives spoke highly of the care and services provided by staff and agreed there were adequate numbers of staff available. However, three of 20 consumers and/or representatives sampled stated the prevalence of contracted staff detracted from providing high quality care as these staff were not familiar with consumers’ needs and preferences.

There are processes to ensure the workforce is planned to enable safe and quality care and services to all consumers and to manage staff short falls. Management described a range of strategies the service has implemented to ensure staffing is sufficient to meet consumers’ needs, including monthly monitoring of call bell response times.

Staff generally said staffing numbers were adequate, however, some staff indicated at times there were inadequate numbers of staff rostered or they had insufficient time to undertake their duties. Impacts for consumers described by staff included consumers waiting longer periods for assistance and where casual or contracted staff are used, consumers’ choices not being accommodated.

Documentation sampled demonstrated vacant shifts are filled using the organisation’s casual pool or contracted staff. Observations made by the Assessment Team during the Assessment Contact indicated staff were in attendance to provide care and services to consumers.

For the reasons detailed above, I find Southern Cross Care (SA, NT & VIC) Inc., in relation to Philip Kennedy Centre, Compliant in relation to Standard 7 Requirement (3)(a).

## 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.*

# 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.