Pines Living

Performance Report

272 Beasley Street
FARRER ACT 2607
Phone number: 02 6196 8000

**Commission ID:** 2950

**Provider name:** Pines Living Pty Ltd

**Assessment Contact - Site date:** 1 December 2021

**Date of Performance Report:** 4 January 2022

# Performance report prepared by

G Cherry, 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(b) | 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 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 dated 1 December 2021 was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers and others
* the provider did not respond to the Assessment Contact - Site report

# 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

To understand the consumer’s experience the Assessment Team sampled consumers care plans and assessments and staff asked about how they ensure the delivery of safe and effective care for consumers.

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

### 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.*

The service demonstrated effective systems to identify, respond and manage high impact, high prevalence risks including behaviour support, psychotropic medication and restrictive practices.

Review of documentation detailed care plans are regularly reviewed and contain relevant information to guide staff in providing appropriate care. Care plans contain information relating to behavioural management triggers, strategies and management processes. The service’s policies and guidelines are available to support staff practice.

Registered and care staff gave examples of relevant risks for consumers, the process for escalation of concerns and management of care. Restrictive practices are assessed and consumers and/or their representatives are consulted to enable informed decision making. The Assessment Team identified that although not all interviewed staff were aware of the policies in place they demonstrated knowledge of those consumer’s requiring restrictive practices and the management of each.

Allied health and specialist consultants are engaged to ensure risk mitigation strategies are identified and implemented.

The Assessment Team observed consumers being attended to by staff, interacting with other consumers and accessing both internal and external environments.

I find this requirement is 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.