Polish Retirement Home

Performance Report

3 Percival St   
BAYSWATER VIC 3153  
Phone number: 03 9720 3575

**Commission ID:** 3189

**Provider name:** Australian-Polish Benevolent Association of Victoria Inc

**Assessment Contact - Desk date:** 1 October 2020

**Date of Performance Report:** 26 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** | **Non-compliant** |
| Requirement 3(3)(g) | Non-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 infection control monitoring checklist dated 29 September 2020
* the Assessment Team’s report for the Assessment Contact - Desk; the Assessment Contact - Desk informed by review of documents and interviews with staff, consumers/representatives and others
* the provider’s response to the Assessment Contact - Desk report dated 12 October 2020.

# STANDARD 3 NON-COMPLIANT 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 undertook an assessment of requirement 3(3)(g). Refer to detailed findings below. An overall assessment of Standard 3 did not occur and therefore a summary is not provided.

The Quality Standard is assessed as Non-compliant as a requirement within Standard 3 has been assessed as Non-compliant.

### Requirement 3(3)(g) Non-compliant

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

The Assessment Team found management did not demonstrate they are adequately prepared to respond to a COVID-19 outbreak. Management did not adequately demonstrate they have access to, understand and have applied commonwealth and state recommendations and guidance material. For example, implementing eye protection for all staff interfacing with consumers. Management did not adequately demonstrate they have process or chains of supply to ensure sufficient supplies of personal protective equipment. Management did not adequately demonstrate understanding and implementation of infection control measures.

The approved provider’s response notes actions subsequent to the Assessment Team’s on site visit and desk assessment which include an update to the service’s outbreak management plan and subscription to updates from Government agencies. Staff training has been undertaken in donning and doffing personal protective equipment.

While acknowledging the actions the service has recently undertaken I find that at the time of the assessment the approved provider did not demonstrate that it complied with requirement (3)(g) of Standard 3.

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

* Establish a system to ensure that staff adhere to standard and transmission-based infection control precautions.
* Ensure support functions such as ongoing supply of Personal Protective Equipment are in place.
* Establish a workforce strategy in the event of an infectious outbreak which includes other third parties as required.
* Maintain the currency of the outbreak management plan at all times.