Prescare - Vela

Performance Report

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**Commission ID:** 5599

**Provider name:** The Presbyterian Church of Queensland t/a PresCare

**Assessment Contact - Site date:** 25 May 2021

**Date of Performance Report:** 18 June 2021

# 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

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| --- | --- |
| **Standard 1 Consumer dignity and choice** |  |
| Requirement 1(3)(e) | Compliant |
| **Standard 4 Services and supports for daily living** |  |
| Requirement 4(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 staff, consumers/representatives and others
* other intelligence and information held by the Commission in relation to the service.

# 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 did not assess all requirements of this Standard and therefore an overall compliance rating or summary for the Quality Standard is not provided.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(e) Compliant

*Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.*

Consumers have been provided with information that enabled them to exercise choice, including updates on the proposed sale of the service. Consumers and representatives received information through newsletters, emails and meetings. Regular updates relating to the impending sale of the service had been provided by the receiver and management of the service. Consumers and representatives had attended a meeting with the receiver who agreed to provide weekly updates as requested. Consumers had the required information to make informed choices, including hospitality and lifestyle choices.

Consumers and representatives received a monthly newsletter that included updates on the impending sale of the service. For consumers who have cognitive impairments or difficulty communicating, management have communicated with their representative, either by telephone or face to face. Staff remind consumers about scheduled activities on a daily basis. Staff have attended meetings held at the service by the receiver and have been provided with the receiver’s direct contact details, should they wish to contact them for further information.

Menus and lifestyle activities calendars were posted throughout the service. Newsletters, meeting minutes and emails, were observed to include updates on the sale of the service and the appointment of a receiver.

Based on the information recorded above, it is my decision this Requirement is Compliant.

# STANDARD 4 Services and support for daily living

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

The Assessment Team did not assess all requirements of this Standard and therefore an overall compliance rating or summary for the Quality Standard is not provided.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(b) Compliant

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

Consumers have been provided with emotional, spiritual and psychological support. Consumers and representatives have been reassured by management that the service will operate as normal following the appointment of a receiver and will continue to provide quality care and services to the consumers. Consumers felt safe and well supported and were aware the service was in receivership and did not express concern. Consumers and representatives were aware of support services, including a psychologist and chaplain, were available on request.

Care plans provided information about consumers’ past life, interests, people who were important to them and their spiritual needs. Behaviour care plans identified strategies to support consumers when they were feeling unsettled or anxious. Staff knew the consumers they care for as they were rostered to the same area to support continuity of care. Staff have reassured consumers and representatives that consumers will continue to receive the care and services they need. A psychologist was available to support consumers, representatives and staff and the on-site chaplain was available to provide emotional and spiritual support as needed.

Minutes of meetings, newsletters and email communication with consumers and representatives were reviewed and contained information in relation to the appointment of a receiver and nurse advisor and the support services available.

Based on the information contained above, it is my decision this Requirement is Compliant

# 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 did not assess all requirements of this Standard and therefore an overall compliance rating or summary for the Quality Standard is not provided.

## 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.*

Workforce planning ensured the allocation of staffing was adequate to meet and deliver the care and service needs of consumers. Consumers and representatives considered the service had adequate staffing for the delivery and management of care and services. Most consumers and representatives stated staff responded to call bells in a timely manner.

Staff confirmed there were enough staff to provide care and services in accordance with consumer needs, and they had sufficient time to complete their allocated tasks and duties. Staff stated the appointment of a receiver had not impacted their ability to care for consumers. Care and registered staff confirmed they were able to respond to call bell requests in a timely manner.

The service operated from a base roster that is altered where required. Staff were consistently allocated to work in the same area of the service. The service utilised a mix of registered nurses, enrolled nurses and care staff to provide care. Registered nurses were on-site 24 hours per day. The Assessment Team observed staff undertaking their work without rushing. During the meal service, staff were observed assisting one consumer at a time in a calm and patient manner. Consumers and staff were observed interacting with one another in a friendly and supportive manner.

Based on the above information, it is my decision 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.