RFBI West Wyalong Masonic Village

Performance Report

64 Ungarie Road
WEST WYALONG NSW 2671
Phone number: 02 6970 1500

**Commission ID:** 0469

**Provider name:** Royal Freemasons' Benevolent Institution

**Assessment Contact - Site date:** 20 January 2021

**Date of Performance Report:** 6 February 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 |

# 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

# 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 Requirements

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

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

For the consumers sampled, care planning documents and staff interviews generally demonstrated the service identifies and manages the high impact and high prevalent risks associated with their care. This includes wound management, nutrition, hydration and choking risk, falls management, infections, diabetes management, use of oxygen and anticoagulant therapy. While the pressure injury risk was not managed effectively for one consumer, the service has put measures in place to improve their processes and recent consumer care documents demonstrate interventions are put in place to reduce the risk of developing pressure injuries and manage existing pressure injuries. While the service could improve in the documentation of PRN chemical restraint, particularly evaluating the effectiveness of the restraint, the service demonstrated non-pharmacological strategies are trialled prior to chemical restraint, and the service is following its consent and review procedures regarding physical and chemical restraint. The service demonstrated evidence of reducing the use of psychotropic medications for several consumers.