Redcliffe Aged Care Service

Performance Report

39 Baringa Street
CLONTARF QLD 4019
Phone number: 07 3284 6638

**Commission ID:** 5956

**Provider name:** Beaumont Care (Holdings) Pty Ltd

**Assessment Contact - Site date:** 14 October 2020

**Date of Performance Report:** 5 November 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** |  |
| Requirement 3(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.

# 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 did not assess all Requirements in Standard 3, therefore an overall compliance decision or summary is not provided.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(a) Compliant

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

The Assessment Team identified through a review of sampled consumer files (including care plans, assessments, progress notes, medication charts, monitoring records and relevant correspondence) that individualised care delivered is safe, effective and tailored to the specific needs and preferences of the consumer.

Care documentation demonstrated consumers who experience falls are responded to in a timely manner and managed to minimise the reoccurrence of future falls. Wound care documentation identified consumers’ wound care needs have been managed effectively and tailored to their needs, through the provision of appropriate wound care. Behavioural management documentation identified consumers with behaviours and how they are managed to ensure safe and effective personal and clinical care. Consumers’ pain is regularly assessed to identify any unmanaged pain. Review of sampled consumers’ files by the Assessment Team demonstrated pain assessments are completed, reviewed and evaluated. The consumers/representatives interviewed by the Assessment Team said they feel the consumer’s personal and clinical care needs are met.

Care staff advised they can escalate any concerns about a consumer’s condition to registered staff or management, who follow up promptly. Staff confirmed the care they provide is safe and effective, due to regular discussions with consumers and their representatives, as well as involvement with Medical officers and external health professionals. Registered and care staff could describe sampled consumers’ individual needs, preferences, the most significant clinical/personal care risks and how these were being managed or monitored in line with their care plans.

Clinical staff advised they monitor staff and consumer feedback, as well as clinical indicators to identify areas of clinical improvement or identify consumer health risks. Registered and care staff advised they inform the Clinical Nurse who facilitates consumer referrals to the appropriate health professionals and Medical officers for further review.

Management advise care is reviewed for effectiveness through monitoring of progress notes, regular care plan reviews, through feedback received at meetings, and regular observations. Management advised clinical incident data is collected, trended and analysed monthly to ensure safe and effective clinical/personal care delivery.

In relation to restraint management, the service utilises the psychotropic monitoring tool to monitor psychotropic medication use, no consumers are assessed as requiring chemical restraint and advised consumers who are prescribed psychotropic medication have a relevant diagnosis to support the prescription of psychotropic medication. Two consumers have authorisation for environmental restraint as they are at risk of absconding. Sixteen consumers have authorisations for physical restraint including reclining chairs, bed rails and tray tables. Monitoring processes exist to ensure the safety of consumers requiring restraint practices.

Based on the information above, 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.