Regis Brighton

Performance Report

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**Commission ID:** 3662

**Provider name:** Regis Aged Care Pty Ltd

**Assessment Contact - Site date:** 3 December 2020

**Date of Performance Report:** 8 January 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(c) | Compliant |
| Requirement 2(3)(d) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(d) | Compliant |
| Requirement 3(3)(g) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(d) | 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
* the provider’s response to the Assessment Contact - Site report was received 15 December 2020.

# STANDARD 2 Ongoing assessment and planning with consumers

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

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

Overall sampled consumers considered they feel like partners in the ongoing assessment and planning of their care and services. For example:

* Consumers interviewed confirmed that they are involved in the care and services they require where they choose to do so, and/or include their preferred representative.
* Consumers interviewed confirmed that they are informed about the outcomes of assessment and planning through wellness reviews and are comfortable that they could have ready access to their care and services plan if they wish.
* Representatives confirmed that wellness discussions are held regularly and as required when there are changes to care needs.

All consumers sampled had recent and updated nursing assessments and care plans. Care documentation confirm that wellness checks, assessments and care plans are reviewed in consultation with consumers and their preferred representatives.

The three requirements are assessed as Compliant.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Compliant

*Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.*

### Requirement 2(3)(c) Compliant

*The organisation demonstrates that assessment and planning:*

1. *is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

### Requirement 2(3)(d) Compliant

*The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.*

# 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 and therefore an overall rating for this Quality Standard is not provided.

Consumers who may experience high impact and high prevalence risks such responsive behaviours, weight loss and falls have risks identified, assessed and responded to, to reduce and mitigate risks to the consumer and others. During the outbreak, all consumers who returned a COVID-19 positive test result were automatically commenced on fortified milkshakes to supplement their diet to prevent extensive weight loss. A counselling service is engaged to attend the service fortnightly and as required to monitor consumers emotional well-being.

Consumers and representatives sampled provided positive feedback in relation to the service’s response to change and deterioration in consumers. Clinical staff were able to describe how to identify and monitor deterioration. Consumers said staff would know what to do in the event their health needs changed.

The service has strengthened infection control practices to reduce the risk of transmission of infections, increased infection control education for staff and has policies on infection control, outbreak management and antimicrobial stewardship. Consumer and representative contacts are supported through a variety of methods and regular updates are provided in relation to the status of COVID-19 related requirements at the service.

### The three requirements are assessed as Compliant.

### 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.*

### Requirement 3(3)(d) Compliant

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

### Requirement 3(3)(g) 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.*

# STANDARD 8 Organisational governance

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

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

The service demonstrated an effective risk management framework, supported by relevant policies and procedures.

Consumer risk assessments are completed for all assessed risks for consumers wishing to continue to participate in an assessed risk activity.

Management discussed the service’s high impact or high prevalence risks associated with the care of consumers and changes they have implemented since the COVID-19 outbreak.

Staff were able to describe their responsibilities reporting of incidents, including near misses, and the demonstrated an understanding of the processes to follow if elder abuse is identified.

The requirement is assessed as Compliant.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(d) Compliant

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can.*

# 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.