Regis Greenbank

Performance Report

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**Commission ID:** 5218

**Provider name:** Retirement Care Australia (Logan) Pty Limited

**Assessment Contact - Site date:** 1 December 2020

**Date of Performance Report:** 24 December 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

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| --- | --- |
| **Standard 5 Organisation’s service environment** | **Non-compliant** |
| Requirement 5(3)(b) | Non-compliant |
| **Standard 8 Organisational governance** | **Non-compliant** |
| Requirement 8(3)(d) | 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 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
* referral information received by the Commission.

# STANDARD 5 NON-COMPLIANT Organisation’s service environment

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

## The Assessment Team did not assess all Requirements under this Standard; therefore, a compliance summary is not provided. A recommendation of Not Met in one or more requirements results in a decision of Not Met for the Quality Standard.

The Quality Standard is assessed as Non-compliant as one of the specific requirements have been assessed as Non-compliant.

## Assessment of Standard 5 Requirements

### Requirement 5(3)(b) Non-compliant

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

The Assessment Team identified the service environment was not safe. Risk assessments and strategies to prevent incidents involving the behaviour of a consumer accessing staff areas and chemical storage areas were not considered and audits of hazards were not effective. Action taken by the service to prevent a consumer from frequently accessing staff and chemical storage areas was not effective.

The Assessment Team found through interview with management, review of documentation and observation that the service environment was not safe. Risk assessments had not been completed following the frequent behaviour of a consumer accessing staff and chemical storage areas and management did implement strategies to prevent the consumer from accessing the staff and chemical storage area. In addition, audits of hazards conducted within the service did not identify and specify any hazards for the kitchenette area of the memory support unit.

Management advised of an incident which involved the unexpected death of a consumer. The consumer accessed chemicals in the kitchenette area of the memory support unit and consumed an unknown amount of dishwashing chemical. The consumer passed away in hospital four days after the incident.

The Assessment Team identified that risk assessments had not been completed in relation to consumers accessing the kitchenette, despite the frequent occurrences of this occurring. Management did implement some strategies to prevent consumers from accessing the kitchenette and chemical storage area however, these strategies were not effective.

While management did take immediate steps following the incident including to secure chemicals and provide chemical safety training to staff, it is my decision at the time of the incident involving the consumer, the service environment was not safe. The service will require time to implement and evaluate for effectiveness the strategies employed to maintain the safety of the environment, therefore it is my decision this Requirement is Non-compliant.

# STANDARD 8 NON-COMPLIANT 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 under this Standard; therefore, a compliance summary is not provided. A recommendation of Not Met in one or more requirements results in a decision of Not Met for the Quality Standard.

The Quality Standard is assessed as Non-compliant as one of the specific requirements have been assessed as Non-compliant.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(d) Non-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.*

Risk management systems designed to manage high impact and high prevalence risks associated with the care of consumers have not been effective. Incidents involving the behaviour of a consumer were not reported as required by the organisation’s policy, audits were not effective and not all staff had completed relevant training. Senior management therefore were unaware of the frequency and significance of these incidents or the risks associated with the use of and storage of hazardous chemicals. The risks associated with consumers accessing kitchenettes were not assessed. These risks included the risk to consumers when climbing over the kitchenette benchtop and the risk to consumers of hazardous chemicals used in the kitchenette. No effective action was taken by management or the governing body to assess the risks and then minimise, monitor or control those risks until after a consumer ingested a hazardous chemical from the kitchenette and was admitted to hospital, and passed away four days after the incident.

While the organisation and service have taken considerable action to address the incident including an investigation and review of chemical storage, it is my decision at the time of the incident there were ineffective risk management systems and practices in place at the service and the incident could have been avoided. Therefore it is my decision this Requirement is Non-compliant.

# 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.

* The service must ensure the environment is safe for consumers.
* The organisation must ensure effective risk management systems are in place.