Regis Tasmania - Legana

Performance Report

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**Commission ID:** 8053

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

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

**Date of Performance Report:** 6 July 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(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

# 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – their care plans and assessments were reviewed and staff were asked about how they ensure the delivery of safe and effective care for consumers. The team also examined relevant documents.

Most consumers and representatives considered that consumers receive personal care and clinical care that is safe and right for them. For example:

* Consumers expressed satisfaction with the safe and effective personal and clinical care they receive and are satisfied with pain, skin care and wound management.

Consumers who may experience high impact and high prevalence risks such as wounds and chronic pain are identified and assessed. Strategies to reduce risk to the consumer are initiated and reviewed.

Staff described how they provide tailored personal care and clinical care to consumers including how they trial alternative strategies before administering psychotropic medications. Staff described and demonstrated effective management of high impact or high prevalence risks associated with the care of consumers. Staff demonstrated knowledge in the use of risk assessment tools used to monitor high impact risks for consumers.

The use of both physical and chemical restraint is effectively assessed, monitored and reviewed in consultation with consumers and/or representatives. Behaviour plans include responsive behaviours and generally include alternative interventions trialled prior to administering medication. Skin assessment and care planning documents demonstrated skin care is assessed on entry and on an ongoing basis. Care planning documents demonstrated the management of risks associated with consumers who have impaired skin integrity and experienced falls

The service demonstrated it takes a multidisciplinary approach to support the management of pain.

An overall rating for this Quality Standard is not given as only two of the seven specific requirements has been assessed.

### 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.*

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

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

# 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

To understand the consumer’s experience and how the organisation understands and applies the individual requirements within this Standard, the Assessment Team spoke with consumers about their experience of the staff, interviewed staff, and reviewed a range of records including staff rosters, training records and performance reviews.

Overall consumers and representatives considered that consumers get quality care and services when they need them and from people who are knowledgeable, capable and caring. For example:

* Most consumers and representatives were satisfied with the numbers and mix of staff available to care for consumers. However, some consumers indicated staff were not always available to assist them when they needed them.

Staff said they would benefit from more staff and improved team work, as they get little time to spend with consumers, however, there is no direct impact on consumer care.

Call bell reports demonstrated mixed response times to call bells. Management advised a new call bell system is currently being installed and would improve staff response to the alert system in communal areas.

In response to consumer concerns regarding staffing levels in the Mount View Lodge the service has implemented additional daily morning and evening shifts.

The service demonstrated how they plan the number and mix of staff to enable safe and quality care and services. Daily staff shift allocations are developed according to consumer care needs and preferences and roster reviews are conducted weekly and annually for every shift.

An overall rating for this Quality Standard is not given as only one of the five specific requirements has been assessed.

## 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.*

# 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.