Riverview Lutheran Rest Home

Performance Report

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**Commission ID:** 6065

**Provider name:** Lutheran Church of Australia South Australia and Northern Territory District Inc

**Assessment Contact - Site date:** 14 September 2021

**Date of Performance Report:** 14 October 2021

# Performance report prepared by

Michelle Glenn, delegate of the Aged Care Quality and Safety Commissioner.

# 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)(g) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(d) | Compliant |

# Detailed assessment

This performance report details the Commissioner’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 consumers, representatives, staff and others

the provider’s response to the Assessment Contact - Site report received 6 October 2021.

# 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 assessed Requirements (3)(a) and (3)(g) in Standard 3 Personal care and clinical care as part of the Assessment Contact and have recommended Requirements (3)(a) and (3)(g) met. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings, the provider’s response and the evidence documented in the Assessment Team’s report and based on this information, I find Lutheran Church of Australia South Australia and Northern Territory District Inc, in relation to Riverview Lutheran Rest Home, Compliant with Requirements (3)(a) and (3)(g) in Standard 3 Personal care and clinical care. I have provided reasons for my findings in the specific Requirements below.

### 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 provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* The service has processes to ensure each consumer gets safe and effective personal and clinical care that is best practice; is tailored to their needs and optimises their health and well-being.
* Consumers and representatives sampled confirmed consumers receive personal and clinical care that is safe and right for them, including in relation to management of weight and wounds.
* Five care files sampled demonstrated a range of assessment tools are used to identify each consumer’s personal and clinical care needs. Individual management strategies are developed and documented in care plans to ensure staff provide care in line with consumers’ assessed needs and preferences.
* The five care files sampled demonstrated appropriate management of restrictive practices, pain, skin integrity, including wounds and weight.
* Where issues with personal or clinical care had been identified, additional monitoring and reassessment had been implemented, referrals to Medical officers and/or allied health professionals initiated and clinical and/or personal care strategies reviewed and/or updated.
* In relation to one consumer, minimal information was recorded in a behaviour assessment and progress notes relating to alternative strategies implemented prior to administration of chemical restraint. The provider’s response indicates further education relating to documentation and the service’s procedure has been provided to staff involved.
* Staff demonstrated how they provide safe and effective personal care to consumers.
* Policies and procedures relating to best practice care delivery are readily available to staff to guide delivery of care and services to consumers.

For the reasons detailed above, I find Lutheran Church of Australia South Australia and Northern Territory District Inc, in relation to Riverview Lutheran Rest Home, Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care.

### 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.*

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* The service has processes to minimise infection related risks through implementation of standard and transmission based precautions to prevent and control infection and practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.
* Four consumers and/or representatives provided the following feedback:
* A consumer’s urinary infection was effectively resolved through strategies which did not include use of antibiotics.
* Have observed staff to have good infection control practices and good hygiene and cleanliness are priorities at the service.
* The service has provided good communication in relation to COVID-19 restrictions and changes.
* Staff wash or sanitise their hands when they enter their room and communal areas are cleaned frequently.
* Clinical and care staff demonstrated knowledge of infection prevention and control practices and antimicrobial stewardship principles, describing strategies they implement to minimise the needs for antibiotics.
* There are processes to monitor infection rates and antibiotic use.
* Following an increase in infection rates, refresher training for staff on aseptic techniques was provided resulting in a reduction of infections in the following month and ongoing.
* There are processes to monitor consumer and staff influenza and COVID-19 vaccination status.

For the reasons detailed above, I find Lutheran Church of Australia South Australia and Northern Territory District Inc, in relation to Riverview Lutheran Rest Home, Compliant with Requirement (3)(g) in Standard 3 Personal care and clinical care.

# 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 assessed Requirement (3)(d) in Standard 8 Organisational governance as part of the Assessment Contact and have recommended Requirement (3)(d) met. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings, the provider’s response and the evidence documented in the Assessment Team’s report and based on this information, I find Lutheran Church of Australia South Australia and Northern Territory District Inc, in relation to Riverview Lutheran Rest Home, Compliant with Requirement (3)(d) in Standard 8 Organisational Governance. I have provided reasons for my finding in the specific Requirement below.

## 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*
4. *managing and preventing incidents, including the use of an incident management system.*

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* The organisation demonstrated effective risk management systems and practices in relation to managing high impact or high prevalence risks associated with the care of consumers; identifying and responding to abuse and neglect of consumers; supporting consumers to live the best life they can and managing and preventing incidents, including the use of an incident management system.
* Management discussed processes for managing high impact risks. Clinical incident data is collated and analysed for trends on a monthly basis. Actions are implemented and recommendations are made to mitigate clinical risks and are reported and monitored through various committees and to the Board.
* Mandatory training is in place to ensure staff are aware of their responsibilities relating to responding to and reporting allegations or suspicions of abuse and neglect. A Serious Incident Response Scheme register demonstrated a reportable incident had been reported in line with legislative requirements, a full investigation had been undertaken and the Medical officer and representative notified, including of interventions implemented following the incident.
* Policies and procedures have been reviewed and updated to incorporate the Serious Incident Response Scheme requirements.
* Consumers are supported to live their best life through risk assessment and mitigation processes, referral to allied health professionals and consultation with consumers and/or representatives, ensuring they can undertake activities which are important to them.
* Incident data is collected and reviewed on a daily basis to ensure all mitigation strategies are in place. Clinical and organisational incidents, audits and reports are reviewed on a monthly basis to ensure appropriate action has been taken to mitigate risks with feedback provided to organisational committees and to the Board.
* At a service level, consumer incidents are reviewed on a monthly basis to evaluate effectiveness of interventions implemented for each consumer.

For the reasons detailed above, I find Lutheran Church of Australia South Australia and Northern Territory District Inc, in relation to Riverview Lutheran Rest Home, Compliant with Requirement (3)(d) in Standard 8 Organisational Governance.

# 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.