Rose Court Aged Care Facility

Performance Report

3 Grant Avenue
GILLES PLAINS SA 5086
Phone number: 08 8367 8866

**Commission ID:** 6975

**Provider name:** Hahndorf Holdings Pty Ltd

**Assessment Contact - Site date:** 22 March 2022

**Date of Performance Report:** 12 April 2022

# 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 1 Consumer dignity and choice** |  |
| Requirement 1(3)(d) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | 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 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 and management;
* the provider did not submit a response to the Assessment Contact - Site report; and
* the Performance Report dated 18 November 2021 for a Site Audit undertaken from 5 October 2021 to 7 October 2021.

# STANDARD 1 Consumer dignity and choice

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

The Assessment Team assessed Requirement (3)(d) in Standard 1 Consumer dignity and choice as part of the Assessment Contact. All other Requirements in this Standard were not assessed; therefore, an overall rating of the Standard is not provided.

Requirement (3)(d) in Standard 1 was found Non-compliant following a Site Audit undertaken from 5 October 2021 to 7 October 2021 where it was found one consumer had not had a risk assessment conducted, specifically in relation to falls risks or self-harm when they left the service independently, to identify risk mitigation strategies or to help the consumer understand potential risks and outcomes associated their activity. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified at the Site Audit and have recommended Requirement (3)(d) met.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Hahndorf Holdings Pty Ltd, in relation to Rose Court Aged Care Facility, Compliant with Requirement (3)(d) in Standard 1 Consumer dignity and choice. I have provided reasons for my finding in the specific Requirement below.

## Assessment of Standard 1 Requirements

**Requirement 1(3)(d) Compliant**

*Each consumer is supported to take risks to enable them to live the best life they can.*

The service was found Non-compliant with Requirement (3)(d) following a Site Audit undertaken from 5 October 2021 to 7 October 2021 where it was found one consumer had not had a risk assessment conducted, specifically in relation to falls risks or self-harm when they left the service independently, to identify risk mitigation strategies or to help the consumer understand potential risks and outcomes associated their activity. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Reviewed the Clinical risk assessment tool and introduced a Dignity of risk consultation/assessment, inclusive of a risk matrix to assist with the reassessment process.
* Introduced a new Dignity of risk and consultation form for clinical and non-clinical risks.
* Completed Dignity of risk assessments in relation to health status and falls risk for those consumers identified as being at risk.
* Reviewed the Consumer dignity of risk policy.
* Provided training to all staff in relation to the new assessment, forms and revised policy.
* Implemented Risk assessment, consultation, and strategies in relation to smoking and leaving the service for one consumer and completed a Smoking risk assessment for another consumer when they entered the service.

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

* Most consumers sampled considered that they are treated with dignity and respect, can maintain their identity, make informed choices about their care and services and live the life they choose. Consumers described how they are supported by staff to partake in activities which include an element of risk and being consulted in relation to risks involved.
* Staff were aware of consumers who partake in activities which include an element of risk and described strategies to ensure consumers’ safety when undertaking these activities.
* Where consumers choose to partake in an activity which includes an element of risk, consultation with the consumer occurs, a risk assessment is completed and risk mitigation strategies are developed.

For the reasons detailed above, I find Hahndorf Holdings Pty Ltd, in relation to Rose Court Aged Care Facility, Compliant with Requirement (3)(d) in Standard 1 Consumer dignity and choice.

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

Requirement (3)(a) in Standard 3 was found Non-compliant following a Site Audit undertaken from 5 October 2021 to 7 October 2021 where it was found staff were not providing clinical care in accordance with two consumers’ specified Diabetic management plans to ensure their health and well-being was optimised. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified at the Assessment Contact and have recommended Requirement (3)(a) met.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Hahndorf Holdings Pty Ltd, in relation to Rose Court Aged Care Facility, Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care. I have provided reasons for my finding in the specific Requirement 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 service was found Non-compliant with Requirement (3)(a) following a Site Audit undertaken from 5 October 2021 to 7 October 2021 where it was found staff were not providing clinical care in accordance with two consumers’ specified Diabetic management plans to ensure their health and well-being was optimised. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Provided education to all clinical staff relating to diabetes management.
* Undertaken ad hoc audits to ensure blood glucose level alerts are being appropriately actioned.
* Ongoing monitoring by the Clinical manager to ensure improvements are being sustained with positive outcomes to consumers.
* Reviewed the Diabetes management policy and procedure to capture blood glucose level checking one hour after as required insulin has been administered.
* Reviewed assessments and care plans for diabetic consumers.

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

* The service demonstrated that each consumer gets safe and effective personal and clinical care that optimises their health and well-being.
* Consumers sampled considered that they receive personal and clinical care that is safe and right for them. Consumers expressed satisfaction with the way aspects of their personal and/or clinical care are managed, including specialised nursing care needs, pain and activities of daily living.
* Consumer files sampled reflected individualised care, which is safe, effective and tailored to the individual needs of consumers. Clinical and personal care needs are identified through assessment processes and in consultation with the consumer and/or representative. Assessment and planning processes provide the basis of safe care and services for all consumers to address their current needs and preferences.
* Care files sampled demonstrated appropriate assessment and provision of care, including in relation to diabetes management.
* Care staff said they have access to up-to-date care plans to assist them to provide safe and effective care to consumers in line with their needs and preferences and to policies and procedures to guide best practice care.

For the reasons detailed above, I find Hahndorf Holdings Pty Ltd, in relation to Rose Court Aged Care Facility, Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care.

# 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.