Royal District Nursing Service of SA Inc

Performance Report

1 Richmond Road   
KESWICK SA 5035  
Phone number: 1300 364 264

**Commission ID:** 600038

**Provider name:** Royal District Nursing Service of SA Limited

**Assessment Contact - Site date:** 15 July 2020

**Date of Performance Report:** 24 August 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 3 Personal care and clinical care** | **Non-compliant** |
| Requirement 3(3)(b) | 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
* the provider’s response to the Assessment Contact - Site report received 7 August 2020.

# STANDARD 3 NON-COMPLIANT 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 Quality Standard is assessed as Non-compliant as one of the seven specific requirements have been assessed as Non-compliant.

The Assessment Team found the service did not meet Requirement (3)(b) in relation to Standard 3 Personal care and clinical care. The Approved Provider’s response acknowledges the Assessment Team’s findings and provides planned improvements to address the deficits identified. I agree with the Assessment Team and find the service Non-compliant in Requirement (3)(b) in relation to Standard 3 Personal care and Clinical care. I have provided reasons for my decision below.

All other Requirements in relation to Standard 3 Personal care and clinical care were not assessed and an overall assessment of the Standard was not completed for the purpose of this assessment.

### Assessment of Standard 3 Requirements

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

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

The Assessment Team found the service has processes to identify, assess and monitor high impact and high prevalence risks associated with the care of consumers. However, the service did not demonstrate it effectively managed high impact risks associated with the care of one consumer, specifically in relation to skin integrity and wound management. Evidence relevant to my decision included:

* The consumer had been assessed as at risk of developing pressure injuries and had existing wounds requiring treatment.
* Changes to the skin integrity of the consumer were not adequately identified resulting in one of the consumer’s wounds increasing in size over a one-week period.
* Staff attending to consumer’s personal care and skin care needs did not adequately document or report changes in skin or identify the development of a new wound over a four-month period.
* Documentation including progress notes, assessments and wound charts were not adequately or consistently completed to ensure monitoring and effective management of the consumer’s changing skin and wound care needs.

The Approved Provider’s response acknowledges the service did not effectively manage one consumer’s pressure injury prevention and management. The service acknowledges they did not consistently apply the clinical care documentation requirements in relation to one consumer’s skin and wound care. The service completed an investigation following the assessment contact and identified communication processes in relation to the consumer’s needs between, staff, the consumer and the treating medical officer could have been improved. The Approved Provider has implemented a plan for continuous improvement to address the deficits identified including; review of communication and documentation processes and practices, identification of staff skills gaps, provision of additional staff training and mentoring to improve staff practice, provision of information and expectations to staff in relation to effective and appropriate communication and documentation of consumer’s skin and wound care needs.

The service has systems including assessment tools and documentation processes to manage and monitor consumers high impact and high prevalence risks including skin integrity and wound care. However, at the time of the assessment contact the service did not demonstrate the systems were consistently or appropriately implemented for each consumer. The service did not effectively manage the wound and skin care needs of one consumer and did not adequately document or assess the consumers changing skin and wound care needs.

For the reasons summarised above, I find the service Non-compliant with this Requirement.

# 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.

* Standard 3 Requirement (3)(b): Ensure staff practice is in line with the service’s processes and expectations in relation to documentation and communication of consumers’ skin integrity and wound care needs.