Royal Freemasons Footscray

Performance Report

25 Mephan Street
FOOTSCRAY VIC 3011
Phone number: 03 9318 4244

**Commission ID:** 4346

**Provider name:** Royal Freemasons Ltd

**Assessment Contact - Site date:** 4 March 2021

**Date of Performance Report:** 3 May 2021

# 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

|  |  |
| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(d) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(3)(d) | 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 22 March 2021

# STANDARD 2 Ongoing assessment and planning with consumers

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

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 – reviewing their care planning documents in detail, asking consumers about how they are involved in care planning, and interviewing staff about how they use care planning documents and review them on an ongoing basis. For example:

* Consumers and representatives were satisfied with assessment and planning at the time of entry to the service, and that assessment was ongoing and changes to care discussed as they arose.

Care planning documentation reflected comprehensive assessments of risk to each consumer, with appropriate nursing care plans developed and strategies implemented to manage the associated risks. The content is reviewed regularly and when there is a change in a consumer’s health or well-being.

The service demonstrated it has an established process of assessment and planning, including consideration of risks to the consumer’s health and well-being, which informs the delivery of safe and effective care and services.

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

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Compliant

*Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.*

# 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.

Overall consumers considered that they receive personal care and clinical care that is safe and right for them.

* Consumers and representatives were satisfied with the support they receive from staff and other health providers to assist them to maintain safe.

Staff described the high impact and high prevalence risks for consumers within the service, outlining their management strategies for the individual. Care plans reflected risks and management strategies.

Care planning assessments and documentation identified changes in consumers health or wellbeing.

The service demonstrated that it has established a system that effectively documents the identification and subsequent management of high impact and/or high prevalence risks associated with the care of the individual consumer.

The service demonstrated it has established a culture where any change or deterioration in a consumer’s health and well-being is recognised, escalated and responded to in a timely manner.

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

### Assessment of Standard 3 Requirements

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

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

### Requirement 3(3)(d) Compliant

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

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

* Consumers and representatives were generally satisfied with staffing levels at the service.
* Most consumers felt the workforce capable of delivering safe and quality care and services and responded to their needs in a timely manner.
* Consumers were satisfied staff are trained and supported to provide care.

Staff were satisfied with the quality of training provided both face to face and via on-line modules available through the organisation’s education programme. Staff confirmed they had completed mandatory training.

While consumers were not dissatisfied with staffing, staff provided mixed feedback in relation to unplanned leave being covered and lifestyle staff said there are no lifestyle staff onsite at weekends.

Management explained that all unplanned leave is generally replaced by staff undertaking dual roles or casual staff who are familiar with the organisation protocols.

Management described a detailed plan for providing adequate staff coverage in the event of staff absences/ shortage, including in the event of a COVID-19 outbreak.

In their response, the approved provider advised the current roster structure is under review with the roll out and implementation of a relationship model of care. Additionally, the approved provider advised the service is planning to implement a leisure and lifestyle program to cover Monday to Sunday, to improve the current leisure and lifestyle program.

Call bell response reports demonstrated calls are generally responded to in a timely manner.

An overall rating for this Quality Standard is not given as only two of the five specific requirements have 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.*

### Requirement 7(3)(d) Compliant

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

# 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.