SVCS Maroochydore

Performance Report

37 Baden Powell Street   
Maroochydore QLD 4558  
Phone number: 07 5459 6600

**Commission ID:** 5418

**Provider name:** St Vincent's Care Services Ltd

**Assessment Contact - Site date:** 9 September 2020

**Date of Performance Report:** 7 October 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 2 Ongoing assessment and planning with consumers** | **Compliant** |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(b) | Compliant |
| Requirement 2(3)(c) | Compliant |
| Requirement 2(3)(d) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(c) | Compliant |
| Requirement 3(3)(d) | Compliant |
| Requirement 3(3)(e) | Compliant |
| Requirement 3(3)(f) | Compliant |
| Requirement 3(3)(g) | 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 2 COMPLIANT 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

Consumers interviewed by the Assessment Team said they were involved in the initial assessment and ongoing planning of the their care, that they were informed about the outcomes of assessment and planning, and they have access to their care and services plan. Consumers and representatives said the service seeks input from medical officers and other health professionals and family members.

The Assessment Team confirmed registered staff completed initial assessments and that care planning documentation was individualised and contained information relative to the risks of each consumer’s health and well-being. The documentation reflected the consumer’s current needs, goals and preferences and included advance care planning and end of life planning. There was evidence of referrals to allied health professionals and medical officers. The care plans were reviewed regularly and when circumstances changed or incidents occurred.

The service has organisational policies and procedures regarding assessment, reassessment and care planning processes including referral and review by allied health professionals on when returning from hospital. The care planning documentation is accessible to staff providing care through the electronic management information system.

Based on the findings of the Assessment Team, the Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

## 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.*

### Requirement 2(3)(b) Compliant

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

### Requirement 2(3)(c) Compliant

*The organisation demonstrates that assessment and planning:*

1. *is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

### Requirement 2(3)(d) Compliant

*The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.*

### Requirement 2(3)(e) Compliant

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*

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### 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

Most consumers interviewed confirmed that they received the care they needed and had access to a doctor or other health professionals when they needed it.

Care planning documents reflected the identification of, and response to, changes in a consumer’s condition or health status. Clinical records reflected referrals to and the involvement of medical officers and allied health professionals. Consumer files evidenced consultation with representatives.

Staff demonstrated how they recognised and responded to a deterioration in a consumer’s mental health, or cognitive or physical condition in a timely manner. Staff were provided updates to consumers’ needs and preferences during shift handover and by reviewing care plans. They received electronic messages through the electronic management information system to alert them of any changes.

The service collected data on a range of key performance indicators; including falls, medication incidents, infections, wounds, behaviours of concern, weight change and use of restraint. The service’s approach to pain management was consistent with best practice and showed external services were accessed to support consumers in pain management. The service provided all consumers with some form of pressure injury management. The service had environmental restraint forms completed for consumers where appropriate.

Staff demonstrated a knowledge of infection control practices relevant to their duties. They stated they had received training in infection control, had had their influenza vaccinations and had access to adequate personal protective equipment.

The service has clinical guidelines for the delivery of end of life and palliative care. Staff could describe the way care delivery changed for consumers nearing the end of their lives and practical ways in which consumers’ comfort could be maximised.

Based on the findings in the Assessment Team’s report, the Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

### 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.*

### Requirement 3(3)(c) Compliant

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

### 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.*

### Requirement 3(3)(e) Compliant

*Information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.*

### Requirement 3(3)(f) Compliant

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

### 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.*