Semsley PTY LTD T/A KompleteCare Community and Home Care Services

Performance Report

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**Commission ID:** 600583

**Provider name:** KompleteCare Community and Home Care

**Assessment Contact - Site date:** 1 February 2021

**Date of Performance Report:** 4 March 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 |

# 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 Assessment Team’s report and associated Performance Assessment Report for the Assessment Contact – Site conducted on 20 August 2020.

# 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

The Assessment Team assessed Requirement (3)(a) in this Standard and have recommended this Requirement as met. All other Requirements in this Standard were not assessed at this Assessment Contact. Therefore, an overall rating of this Standard has not been provided.

I have considered the Assessment Team’s findings and evidence, and based on the Assessment Team’s report, I find KompleteCare Community and Home Care, in relation to Semsley PTY LTD T/A KompleteCare Community and Home Care Services, Compliant with Standard 2 Requirement (3)(a).

In relation to Requirement (3)(a) in this Standard, the Assessment Team found all consumers and representatives interviewed confirmed staff take the time to listen and assist them to participate in making decisions about their care and services, including being involved in assessment, and planning processes which identify consumers’ needs, risks, preferences and goals.

The Assessment Team found care plans are informed by assessments and reflect consumers’ home care package requirements, goals and relevant risks, with assessments completed by registered nurses in consultation with consumers and/or representatives.

Staff interviewed were familiar and knowledgeable about the service’s assessment and planning processes and consumer files viewed indicated assessments and care plans were consistent with consumers’ needs and preferences, including consideration of risks to consumers’ health and well-being.

## 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

The Assessment Team assessed Requirement (3)(b) in this Standard at this Assessment Contact. All other Requirements in this Standard were not assessed. Therefore, an overall assessment of this Standard has not been provided.

The purpose of this Assessment Contact was to assess the service’s performance in relation to Requirement (3)(b) in this Standard. This Requirement was found to be Non-compliant following an Assessment Contact conducted on 20 August 2020 where it was found the service did not demonstrate effective management of high impact or high prevalence risks associated with the care of each consumer, specifically in relation to medication management for one consumer.

The Assessment Team have recommended Requirement (3)(b) in this Standard as met. The Approved Provider did not submit a response to the Assessment Team’s report.

Based on the findings and evidence in the Assessment Team’s report, I find KompleteCare Community and Home Care, in relation to Semsley PTY LTD T/A KompleteCare Community and Home Care Services, Compliant with Standard 3 Requirement (3)(b). I have provided reasons for my finding in the specific Requirement below.

### 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.*

Following an Assessment Contact on 20 August 2020 this Requirement was found to be Non-compliant because staff practices did not effectively manage one consumer’s medications. In response to the deficiencies identified, the service implemented improvements, including (but not limited to):

* The service has developed and implemented a Clinical Committee which has reviewed medication management processes and is responsible for reviewing issues in relation medication management at the monthly meeting.
* New medication charts have been developed and staff have been provided the requisite training.
* Monthly medication audits are conducted by a registered nurse and audit results are reported at the Clinical Committee meeting.
* New labels have been procured and are being used to alert staff to medications which are required to be stored in the refrigerator.

The Assessment Team provided the following findings and evidence in relation to their recommendation of met in this Requirement:

* Consumers and representatives interviewed are satisfied the care and services they receive are safe and right for consumers.
	+ One representative expressed satisfaction specifically in relation to medication management.
* Staff interviewed were able to provide specific examples of high impact or high prevalence risks associated with the care of consumers, including effective interventions used to manage identified risks.
	+ The Assessment Team found one example described by staff about a consumer’s challenging behaviours, was included in the consumer’s care planning documents, including interventions in the care plan.
* Clinical staff demonstrated knowledge of the service’s processes in relation to medication assessment and management, including management of associated risks.
* Clinical staff confirmed the implementation of improvements in relation to medication management to address the deficiencies identified at the Assessment Contact on 20 August 2020.

# 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.

# Other relevant matters

The Assessment Team found the service has comprehensive and effective assessment processes but are not using the assessment information provided by My Aged Care. The service indicated they will ensure the assessment information from My Aged Care is downloaded and used by registered nurses to inform assessment and care planning processes.