Southern Cross Care Community Services Brisbane North

Performance Report

2078 Logan Rd
Upper Mt Gravatt QLD 4122
Phone number: 07 3340 3266

**Commission ID:** 700154

**Provider name:** Southern Cross Care (Qld) Ltd

**Assessment Contact - Site date:** 8 March 2021

**Date of Performance Report:** 28 April 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 |
| Requirement 2(3)(d) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(d) | 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 visit, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

The Approved Provider confirmed they accepted the findings of the report.

# 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 Requirements (3)(a), (d) and (e) in this Standard and have recommended these Requirements as met. All other Requirements in this Standard were not assessed at this Assessment Contact. Therefore, an overall rating of the 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 Southern Cross Care (Qld) Ltd, in relation to Southern Cross Care Community Services Brisbane North, to be Compliant with Standard 2 Requirements (3)(a), (d) and (e).

In relation to Requirement (3)(a), the Assessment Team found consumers and their representatives to be satisfied with the assessment of care needs and provision of services. Staff were able to describe assessment and planning processes and care needs of specific consumers. Consumer care plans contain information relative to the risks to each consumers’ health and well-being.

In relation to Requirement (3)(d), Consumers and their representatives described how staff delivered care in accordance with their assessed needs and preferences. Staff interviewed confirmed they have the required information available to them to deliver care and services to consumers. Care planning documentation supported effective communication of care requirements.

In relation to Requirement (3)(e), the Assessment Team found consumers and representatives are satisfied with the regularity of care and service review. Staff and management confirmed annual care plan review cycles occurs or reviews as consumer needs change. Care planning documentation confirmed regular review and reassessment occurs.

### 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)(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.*

# 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 Requirements (3)(a), (b), (d), (f) and (g) in this Standard and have recommended these Requirements as met. All other Requirements in this Standard were not assessed at this Assessment Contact. Therefore, an overall rating of the 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 Southern Cross Care (Qld) Ltd, in relation to Southern Cross Care Community Services Brisbane North, to be Compliant with Standard 3 Requirements (3)(a), (b), (d), (f) and (g).

In relation to Requirement (3)(a), the Assessment Team found consumers interviewed could describe care and services delivered and were tailored to their needs. Staff could describe care requirements for specific consumers and were aware of how to access guidelines and protocols in respect of care and service delivery. Sampled care planning documentation showed detail of care and services being delivered in accordance with assessed care needs and preferences.

In relation to Requirement (3)(b), the Assessment Team found consumers and representatives were satisfied with care and service delivery. Staff demonstrated an understanding of consumer assessed needs and provided examples of individual consumer risks. For the consumers sampled, care planning documents reflected key risks were identified in care planning documentation including, skin integrity concerns, falls, cognition, behaviour and nutrition/hydration.

In relation to Requirement (3)(d), the Assessment Team found that staff could describe specific circumstances of where they had identified a change in condition of a consumer and timely actions taken. Sampled consumer care files identified the service responding to deterioration of consumers and initiating response actions such as escalations to coordinators and changes to services to reflect increased care needs.

In relation Requirement (3)(f), consumers and representatives advised they have regular access to relevant health professionals. They reported they have also accessed health professionals via telehealth options when needed. Staff and management described the processes for undertaking referrals and under what circumstances. Documentation reviewed confirmed referrals to other individuals or relevant services where required.

Requirement (3)(g), the Assessment Team found the service has appropriate infection control processes in place to minimise risk of infection to consumers. Consumers and representatives confirmed infection control protocols have been implemented by the service in respect to coronavirus. Staff and management have undertaken infection control training. The service has COVID-19 screening processes in place to minimise transmission of Coronavirus.

### 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)(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)(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.*

# 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.