Southern Cross Care Reynolds Court Residential Aged Care

Performance Report

7 Bias Avenue   
BATEAU BAY NSW 2261  
Phone number: 02 4332 1704

**Commission ID:** 0016

**Provider name:** Southern Cross Care (NSW & ACT) Limited

**Assessment Contact - Site date:** 14 October 2020

**Date of Performance Report:** 4 December 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

|  |  |
| --- | --- |
| **Standard 7 Human resources** | **Non-compliant** |
| Requirement 7(3)(a) | 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 4 November 2020.

# STANDARD 7 NON-COMPLIANT 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.

One (1) of the five specific requirements of this Quality Standard was assessed and I have found it to be Non-compliant. A decision of Non-compliant in one or more requirements results in a decision of Non-compliant for the Quality Standard.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(a) Non-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.*

The Assessment Team reported consumers and representatives were complimentary regarding the quality of the care provided by staff, saying they are kind, caring and responsive to their needs. Staff acknowledged management is supportive and encourages them with ongoing professional development.

However, all the consumers, representatives and staff interviewed told the Assessment Team there are not enough staff at the service. Consumers and representatives listed a range of impacts staff shortages have had on the delivery of their care and services.

Staff said they often worked short and they understood there are difficulties in replacing staff. They identified being rushed and unable to provide some services in line with consumer preferences.

Service management told the Assessment Team the service had a period of reduced consumer places during which staffing ratios were not reduced, however management identified there had been issues with staffing due to the impact of COVID-19.

In its response the approved provider stated it did not agree there was insufficient staff employed and used at the service but did acknowledge the feedback in the report provided by consumers. representatives and staff. The approved provider said the organisation has gone to great lengths to recruit, replace staff as required, build capacity and ensure there are sufficient staff to meet consumer requirements at the service. They identified their priority focus has been to ensure the provision of safe clinical care. They also stated that their staffing ratios at the service are in line with or better than industry benchmarks.

I acknowledge the approved provider’s response and in particular, the difficulties they have outlined in recruiting and maintaining staff and in filling all absences in rosters and the steps taken by it to recruit and maintain staff. However, I am not persuaded this it is sufficient to address the issues raised in the report. I have given weight to the feedback provided by consumers, representatives and staff and the expressed impact experienced by consumers because of this on the delivery of their care.

Based on all the information provided I find this requirement is non-compliant.

# 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.

### Requirement 7(3)(a)

*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.*

* Demonstrate that there is sufficient staff to provide safe and quality care and services, particularly to address, monitor and review consumer preferences in the delivery of care and services.