Southern Cross Care St Joseph's Residential Aged Care

Performance Report

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TWEED HEADS SOUTH NSW 2486
Phone number: 07 5524 4519

**Commission ID:** 0427

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

**Assessment Contact - Site date:** 10 June 2020

**Date of Performance Report:** 1 July 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** |  |
| Requirement 2(3)(c) | Compliant |
| Requirement 2(3)(d) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | 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 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 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 did not all Requirements in Standard 2, therefore a summary or overall compliance decision is not provided.

## Assessment of Standard 2 Requirements

### 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.*

Consumers sampled by the Assessment Team described how they and the people important to them are involved in assessment and planning on an ongoing basis.

Review of sampled consumer files by the Assessment Team, including care consultation records, care plan review notes and relevant correspondence, identified care planning documents reflect that consumers/representatives and others who provide care are involved in assessment, planning and review of the consumer’s care delivery.

Registered Nurses interviewed by the Assessment Team confirmed, they were provided with relevant coaching and mentoring by management on consultation and partnering with consumers/representatives throughout the assessment and care planning process. For the consumers sampled, Registered Nurses were able to describe how they involve the consumer/representatives and appropriate health professionals in assessment, planning and review process. The information staff provided was aligned with the feedback from the consumers/representatives about how they were involved.

The service issued written communication to all consumers and their representatives to update care plan review and care consultation process where consumer/representative involvement and partnership in care planning was explained. Review of recent consumer/representatives meeting minutes and newsletters identified the service promoted consumer/representative involvement and emphasised partnership in care planning process. The Assessment Team observed a Registered Nurse consulting a consumer and an allied health professional when assessing and planning the consumer’s care needs.

### 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.*

Consumers/representatives sampled by the Assessment Team confirmed that staff explained relevant information about their care needs and they can access their care plan is they wish. Care plans that reflect and address individual consumer’s goals, needs and managing strategies (summarised from a suite of care planning assessments) were identified by the Assessment Team to be readily accessible to consumers and/or their representatives sampled. The Assessment Team identified outcomes of assessment and planning are communicated with consumers and/or their representative through care plan review and care consultation processes.

The Assessment Team identified outcomes of assessment and planning that are documented in care plan reviews, care consultation records and progress notes are accessible to staff and visiting health professionals through an electronic care system. Registered Nurses interviewed confirmed, they were provided with relevant coaching and mentoring by management on care consultation and care plan review processes including communicate with consumers/representatives regarding the assessment outcomes. Management and Registered Nurse advised the Assessment Team, outcomes of assessments are documented in care plan review/care consultation records and the outcomes of care planning are communicated to the consumers and their representatives in line with the consumer’s wishes, through telephone calls or face to face discussions. Registered Nurses confirmed to the Assessment Team they offer consumers/representatives a copy of their care plans and provide the copy in line with the consumer/representative’s wishes.

The Assessment Team identified the service has policy and procedure for staff to refer to which includes the process of discussion with consumers/representatives in care planning/review and information on how consumers/representatives can access their care plans. Review of recent consumer/representatives meeting minutes and newsletters by the Assessment Team identified the service promoted consumer/representative access to care plans and explained partnership in care planning and evaluation process. The Assessment Team observed care planning documents including care plans and care alerts to be readily available for staff and visiting health professionals who deliver care and services. The Assessment Team observed a Registered Nurse conducting care consultation with a consumer and their representative where assessment outcomes were communicated.

The Assessment Team confirmed a monthly schedule has been set up for Registered Nurses to arrange and attend care consultation/care plan review with consumer/representatives. Management advised they monitor the care consultation progress against the schedule on a weekly basis.

# 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 did not all Requirements in Standard 3, therefore a summary or overall compliance decision is not provided.

**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.*

Consumers and representatives interviewed by the Assessment Team stated consumers get the care they need. They said staff know consumers’ needs and provide appropriate care.

Review of the sampled consumers’ clinical records by the Assessment Team reflect individualised care that is safe, effective and tailored to the specific needs and preferences of the consumer. Staff described to the Assessment Team examples of the individual care they provide to the sampled consumers sampled and how this is tailored to their needs. Care staff said if they have any concerns about a consumer’s condition or potential deterioration; they report to registered staff who follow up promptly. Registered Nurses confirmed to the Assessment Team that care staff report any concerns to them. The Registered Nurses stated they notify a Medical officer or liaise with the allied health professionals who can refer consumers for further review.

Staff interviewed by the Assessment Team stated they know the care they provide is safe and effective through regular discussion with senior management regarding varying levels of clinical incidents, and feedback from consumers and representatives. Management and Registered Nurses stated care is reviewed for effectiveness through monitoring of progress notes, regular care plan reviews, clinical indicators, and through feedback received at meetings.

The Assessment Team identified the service has links to external health advisory services such as allied health, wound specialists and palliative care advisory services to provide support and directives in management of restraint, skin integrity and pain. The service has policies and procedures that are reviewed/updated at an organisational level to guide staff in restraint, skin integrity, and pain management.

# 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.