St Basil’s Randwick

Performance Report

57-63 St Pauls Street  
Randwick NSW 2031  
Phone number: 02 9152 8300

**Commission ID:** 1058

**Provider name:** St Basil’s Homes

**Site Audit date:** 10 to 13 December 2019

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 1 Consumer dignity and choice** | **Compliant** |
| Requirement 1(3)(a) | Compliant |
| Requirement 1(3)(b) | Compliant |
| Requirement 1(3)(c) | Compliant |
| Requirement 1(3)(d) | Compliant |
| Requirement 1(3)(e) | Compliant |
| Requirement 1(3)(f) | Compliant |
| **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 |
| **Standard 4 Services and supports for daily living** | **Compliant** |
| Requirement 4(3)(a) | Compliant |
| Requirement 4(3)(b) | Compliant |
| Requirement 4(3)(c) | Compliant |
| Requirement 4(3)(d) | Compliant |
| Requirement 4(3)(e) | Compliant |
| Requirement 4(3)(f) | Compliant |
| Requirement 4(3)(g) | Compliant |
| **Standard 5 Organisation’s service environment** | **Compliant** |
| Requirement 5(3)(a) | Compliant |
| Requirement 5(3)(b) | Compliant |
| Requirement 5(3)(c) | Compliant |
| **Standard 6 Feedback and complaints** | **Compliant** |
| Requirement 6(3)(a) | Compliant |
| Requirement 6(3)(b) | Compliant |
| Requirement 6(3)(c) | Compliant |
| Requirement 6(3)(d) | Compliant |
| **Standard 7 Human resources** | **Compliant** |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(3)(b) | Compliant |
| Requirement 7(3)(c) | Compliant |
| Requirement 7(3)(d) | Compliant |
| Requirement 7(3)(e) | Compliant |
| **Standard 8 Organisational governance** | **Compliant** |
| Requirement 8(3)(a) | Compliant |
| Requirement 8(3)(b) | Compliant |
| Requirement 8(3)(c) | Compliant |
| Requirement 8(3)(d) | Compliant |
| Requirement 8(3)(e) | 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 Site Audit; the Site Audit 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 Site Audit report received 7 January 2020.

# STANDARD 1 COMPLIANT Consumer dignity and choice

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

Consumers are treated with dignity and respect, and can maintain their identity. They can make informed choices about their care and services, and live the life they choose. For example:

* All consumers and representatives interviewed confirmed that consumers are treated with respect.
* Although some consumers said they aren’t as independent as they would like, due to their higher care needs, they all confirmed that they are encouraged by staff to do things for themselves where they can.
* Consumers said staff know them well and who is important to them and keep them informed of and involved in their care.
* Consumers interviewed confirmed that their personal privacy is respected, and staff are very well trained in this regard and always knock and wait for an answer and close doors when providing care.
* Consumers said they felt their culture was valued and respected. Consumers of both Greek and non-Greek background said they enjoyed the Greek food and special cultural events. Consumers from other cultural backgrounds also said they felt their culture was respected and their cultural needs were catered for.
* Consumers said they were supported to take risks if they chose to do this. They said the risks were explained to them, but they still had the choice to live their life the way they wanted and felt the staff supported them in this.
* Staff interviews confirmed staff awareness of individual consumers’ needs and preferences and consistent practices to meet these needs. They were able to provide many examples of individual cultural needs, which consumers have families involved in services and how they assist consumers to make choices for themselves.
* Care planning documentation included information on individual consumers’ needs and preferences relating to all requirements under this standard. Examples included use of interpreters and/or language related resources for staff, risk assessment forms and care plan outlining preferences for male or female care staff or who they like to sit with at meals.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this standard, the assessment team sampled the experience of consumers, reviewed their care plans and assessments and interviewed staff about how they ensure the delivery of safe and effective care for consumers. The team also examined other relevant documents.

The Quality Standard is assessed as compliant as all of the six specific requirements have been assessed as compliant.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(a) Compliant

Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

### Requirement 1(3)(b) Compliant

Care and services are culturally safe.

### Requirement 1(3)(c) Compliant

Each consumer is supported to exercise choice and independence, including to:

1. make decisions about their own care and the way care and services are delivered; and
2. make decisions about when family, friends, carers or others should be involved in their care; and
3. communicate their decisions; and
4. make connections with others and maintain relationships of choice, including intimate relationships.

### Requirement 1(3)(d) Compliant

Each consumer is supported to take risks to enable them to live the best life they can.

### Requirement 1(3)(e) Compliant

Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.

### Requirement 1(3)(f) Compliant

Each consumer’s privacy is respected, and personal information is kept confidential.

# 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 are partners in ongoing assessment and planning that helps them get the care and services they need for their health and well-being. For example:

* Consumers and representatives interviewed confirmed that they are involved in and consulted regularly about care planning. Consumers confirmed that care planning is based on their individual needs, goals and preferences and they are supported by the organisation to make decisions regarding care and services. Consumers confirmed that where they chose to have others responsible for their decision making, the service accommodates this.
* Consumers confirmed that the service frequently discusses the outcome of assessment and planning with them and those they wish to include in their care. Consumers and representatives confirmed they have ready access to care and services plans and the service provides this in a different format including via email.
* Consumers and representatives confirmed that care and services are reviewed when their needs or circumstances change.
* Care planning and assessment documentation demonstrated that care and services are reviewed regularly when circumstances or needs of a consumer change. A review of a consumers care plan formally occurs at three monthly intervals with consumer case conferences held following admission to the service, annually thereafter, and when requested by a consumer or representative.
* Staff demonstrated that the outcomes of assessment and care planning are used in the delivery of care and services for the sampled consumers.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this standard, the assessment team sampled the experience of consumers, reviewed their care plans and assessments and interviewed staff about how they ensure the delivery of safe and effective care for consumers. The team also examined other relevant documents.

The Quality Standard is assessed as compliant as all 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.

# STANDARD 3 COMPLIANT 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

Consumers get personal and clinical care that is safe and right for them. For example:

* Consumers interviewed confirmed that they get the care they need. Consumers confirmed that staff explain information to them about their care and when things change.
* Consumers and representatives interviewed confirmed that they have access to a doctor and other health professionals when they need it. Consumers reported that they have been reviewed promptly by a doctor when required, and they received the prescribed medication and treatment in a timely manner.
* Representatives confirmed that they can meet with doctors and other health professionals to ask questions and discuss the care of consumers.
* The organisation’s approach to assessment and planning is comprehensive. Initial assessments are conducted on entry, and at regular intervals to establish and review consumers clinical and personal care needs and to effectively manage high-impact and individual consumer risks. There are numerous medical professionals involved in the care of consumers including medical officers, specialists, allied health professionals and other organisations.
* The organisation demonstrated assessment and planning for consumers nearing the end of life was congruent with individual goals and optimised consumer health and well-being.
* Staff interviewed were able to identify high impact and high prevalence risks for the consumers sampled and demonstrated good understanding of infection control to minimise infection related risks.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this standard, the assessment team sampled the experience of consumers, reviewed their care plans and assessments and interviewed staff about how they ensure the delivery of safe and effective care for consumers. The team also examined other relevant documents.

The Quality Standard is assessed as compliant as all 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.

# STANDARD 4 COMPLIANT Services and support for daily living

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

Consumers get the services and supports for daily living that are important for their health and well-being and that enable them to do the things they want to do. For example:

* Consumers said they felt supported to live their life the way they wish and had their preferences considered. Most consumers said the staff know them very well and what they like.
* Consumers interviewed confirmed that they are supported to keep in touch with people who are important to them both inside and outside the service.
* Most consumers like to participate in the outings into the community organised by the service and said they provide feedback and suggestions on these.
* Several consumers are enjoying accessing the outside community independently and said the service supports them to do this. Examples were attending a religious service, visiting family and friends and going shopping.
* Most consumers said they enjoyed the food. Those that didn’t said they had choices regarding food and the staff will usually get them what they ask for. Several consumers and representatives said the service did special events very well and two said the food at these was “amazing”.
* Referrals are made to external providers for services and the provision of equipment when needed. All consumers said they have access to a range of various services which meets their needs.
* Staff are aware of the organisational consumer-directed philosophy of care. Examples were provided by staff, management and consumers/representatives of how consumers’ individual needs are met and how they are supported to live the life they want.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this standard, the assessment team sampled the experience of consumers, reviewed their care plans and assessments and interviewed staff about how they ensure the delivery of safe and effective care for consumers. The team also examined other relevant documents.

The Quality Standard is assessed as compliant as all of the seven specific requirements have been assessed as compliant.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(a) Compliant

Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.

### Requirement 4(3)(b) Compliant

Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.

### Requirement 4(3)(c) Compliant

Services and supports for daily living assist each consumer to:

1. participate in their community within and outside the organisation’s service environment; and
2. have social and personal relationships; and
3. do the things of interest to them.

### Requirement 4(3)(d) Compliant

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

### Requirement 4(3)(e) Compliant

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

### Requirement 4(3)(f) Compliant

Where meals are provided, they are varied and of suitable quality and quantity.

### Requirement 4(3)(g) Compliant

Where equipment is provided, it is safe, suitable, clean and well maintained.

# STANDARD 5 COMPLIANT Organisation’s services environment

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

Consumers feel they belong and are safe and comfortable in the organisation’s service environment. For example:

* Consumers interviewed confirmed they feel safe and secure in the home and several commented how they love having such easy access to the shops and local cinema.
* Visitors commented they feel welcome and the service makes it easy for them to visit. Parking is easy and there are nice places they can go to spend time with their family member, such as level five with the lovely view, coffee shops and a choice of siting areas.
* All consumers and representatives interviewed about the service environment responded that the service is always kept clean and well maintained. Some commented that there is a system for quickly organising repairs, however this is rarely necessary.
* Some consumers said they like the small sitting area nooks as they can sit quietly in private and look out. Some others commented how they love to sit near the glass balcony rails and look down and watch what is going on inside the service.
* Consumers who were interviewed, including those who have been in the service a short time said they can find their way around the service easily.
* Most consumers said they have good access to outdoor areas.
* Care, clinical and lifestyle staff who were interviewed about equipment all agreed that there is plenty of equipment to meet consumer needs, it is well maintained and they have had adequate training on the use of equipment.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this standard, the assessment team sampled the experience of consumers, reviewed their care plans and assessments and interviewed staff about how they ensure the delivery of safe and effective care for consumers. The team also examined other relevant documents.

The Quality Standard is assessed as compliant as all of the three specific requirements have been assessed as compliant.

## Assessment of Standard 5 Requirements

### Requirement 5(3)(a) Compliant

The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.

### Requirement 5(3)(b) Compliant

The service environment:

1. is safe, clean, well maintained and comfortable; and
2. enables consumers to move freely, both indoors and outdoors.

### Requirement 5(3)(c) Compliant

Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

# STANDARD 6 COMPLIANT Feedback and complaints

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

Consumers feel safe and are encouraged and supported to give feedback and make complaints. Consumers are engaged in processes to address their feedback and complaints and appropriate action is taken. For example:

* Consumers and representatives interviewed were all aware of complaints and feedback mechanisms at the service and said they receive information initially and on and ongoing basis on this.
* Many consumers said they were happy with their services and had not had to raise any issues. Several said they had raised issues with management and they were satisfied with the response and resolution of the issues. One consumer said the service “takes complaints and feedback very seriously”.
* Consumers said they felt comfortable to raise any issues and they found management accessible and approachable.
* Complaints were found to be handled in a consistent manner, with ongoing communication with the consumer and/or their representative.
* Complaints were observed to be resolved in a timely manner, often in a few days to a week.
* The organisation analyses trends in complaints and feedback with each section of the service taking ownership of its own continuous improvement activity.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this standard, the assessment team sampled the experience of consumers, reviewed their care plans and assessments and interviewed staff about how they ensure the delivery of safe and effective care for consumers. The team also examined other relevant documents.

The Quality Standard is assessed as compliant as all of the four specific requirements have been assessed as compliant.

## Assessment of Standard 6 Requirements

### Requirement 6(3)(a) Compliant

Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

### Requirement 6(3)(b) Compliant

Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

### Requirement 6(3)(c) Compliant

Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

### Requirement 6(3)(d) Compliant

Feedback and complaints are reviewed and used to improve the quality of care and services.

# STANDARD 7 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

Consumers get quality care and services when they need them from people who are knowledgeable, capable and caring. For example:

* Most consumers interviewed gave examples of why they are happy with the staff, some using the word “wonderful” and confirmed they receive the quality care they need.
* All consumers and representatives interviewed agreed that staff know what they are doing. Some commented they are very good using the hoist, others said that the staff really know them, and others that the registered nurses are very knowledgeable.
* Two doctors confirmed the staff are aware of clinical decline and undertake appropriate interventions.
* Most consumers interviewed said there are enough staff. Three commented that sometimes staff are extremely busy.
* The service has a comprehensive system to identify when there is a need to increase staffing. Recently staff levels were increased by a shift every day. Staff are replaced when they are sick and annual leave is planned.
* The system for staff training has been adjusted to have increased planning and ability to be reactive to changing needs of consumers.
* Staff performance is monitored, good performance is rewarded and when improvements are required a variety of strategies are used to gain the improvement.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this standard, the assessment team sampled the experience of consumers, reviewed their care plans and assessments and interviewed staff about how they ensure the delivery of safe and effective care for consumers. The team also examined other relevant documents.

The Quality Standard is assessed as complaint as all of the five specific requirements have been assessed as compliant.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(a) 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.

### Requirement 7(3)(b) Compliant

Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.

### Requirement 7(3)(c) Compliant

The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.

### Requirement 7(3)(d) Compliant

The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.

### Requirement 7(3)(e) Compliant

Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.

# STANDARD 8 COMPLIANT Organisational governance

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

Consumers are confident the organisation is well run. Consumers can partner in improving the delivery of care and services. For example:

* Consumers interviewed commented that the place is well run, they receive quality care from caring staff, if they raise any issue it is followed up straight away, the place is clean and well maintained.
* Consumers felt they are involved in the service planning to the level they wish to be. Some participate in resident meetings and food focus forums, others commented about meeting members of the board or the general manager and being given opportunities to talk about what is important to them. Some were present at the most recent AGM and able to vote.
* Consumers were involved in focus groups to develop the new model of care that is focused on the consumer and their preferences.
* The organisations has policies and procedures aligned to the new Accreditation Standards. There is a comprehensive monitoring system in place.
* The Board provides directions to the service to promote safe provision of quality care and services.
* The General Manager said that while there is an annual budget for planned purchases of equipment or renovations, if a consumer needs equipment for their wellbeing it is always approved immediately.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this standard, the assessment team sampled the experience of consumers, reviewed their care plans and assessments and interviewed staff about how they ensure the delivery of safe and effective care for consumers. The team also examined other relevant documents.

The Quality Standard is assessed as compliant as all of the five specific requirements have been assessed as compliant.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(a) Compliant

Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

### Requirement 8(3)(b) Compliant

The organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

### Requirement 8(3)(c) Compliant

Effective organisation wide governance systems relating to the following:

1. information management;
2. continuous improvement;
3. financial governance;
4. workforce governance, including the assignment of clear responsibilities and accountabilities;
5. regulatory compliance;
6. feedback and complaints.

### Requirement 8(3)(d) Compliant

Effective risk management systems and practices, including but not limited to the following:

1. managing high impact or high prevalence risks associated with the care of consumers;
2. identifying and responding to abuse and neglect of consumers;
3. supporting consumers to live the best life they can.

### Requirement 8(3)(e) Compliant

Where clinical care is provided—a clinical governance framework, including but not limited to the following:

1. antimicrobial stewardship;
2. minimising the use of restraint;
3. open disclosure.

# 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.