St Basil's at St Peters

Performance Report

9 Winchester Street
ST PETERS SA 5069
Phone number: 08 7424 0920

**Commission ID:** 6767

**Provider name:** St Basil's Homes for the Aged in South Australia (Vasileias) Inc

**Assessment Contact - Site date:** 24 February 2021

**Date of Performance Report:** 19 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(d) | 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 Site Audit; the Site Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers and representatives.

# 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)(a) in relation to Standard 3 Personal care and clinical care. Based on the Assessment Team report I find the service Compliant with this Requirement. All Requirements in this Standard were not assessed and therefore an overall rating of the Standard is not provided.

Overall sampled consumers considered that they receive personal care and clinical care that is safe and right for them. Consumers confirmed they have access to medical officers and other health professionals. Consumers provided examples where staff have engaged with other services to provide effective and safe care including the Dietitian, Occupational therapist and Podiatrist. Consumers and representatives said they are confident staff know consumers well and would recognise, report and manage any issues with their health or well-being.

Consumer files sampled showed there is monitoring of consumers’ health status. Where changes to consumers’ health are identified, the service demonstrated it uses a range of best practice validated assessment tools and referrals occur to seek advice and support. Where request for a physical restraint is used the service demonstrated it has completed assessment, trialled other interventions, completed authorisation and reviewed the restraint regularly.

Staff have access to policies and procedures relating to best practice care delivery, including in relation to pain, behaviour, diabetes, restraint and skin integrity. These documents are regularly reviewed and updated to reflect best practice principles and guidelines. The documents were noted by the Assessment Team to cross reference current best practice. Staff demonstrated how they provide personal and clinical care in line with the policies and processes.

The organisation has monitoring processes in place to ensure safe and effective personal and clinical care in accordance with consumers’ needs, goals and preferences.

### 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.*

# STANDARD 8 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

The Assessment Team assessed Requirement (3)(d) in relation to Standard 8 Organisational governance. Based on the Assessment Team report I find the service Compliant with this Requirement. All Requirements in this Standard were not assessed and therefore an overall rating of the Standard is not provided.

The Assessment Team found overall sampled consumers considered they felt safe and were supported to live the best life they can.

The organisation provided a documented risk management framework, including policies describing the management of high impact or high prevalence risks associated with the care of consumers, identifying and responding to abuse and neglect of consumers and supporting consumers to live the best life they can.

Staff described how they use the policies and processes to guide them to identify individual high impact or high prevalence risks for consumers. Staff at the service have completed education to become Elder abuse champions. Staff interviewed, including clinical and non-clinical staff were able to describe their responsibilities in relation to responding to abuse and neglect of consumers.

Documentation review showed where risk is identified and consumers wish to continue with the risk there is consultation with the consumer and agreed strategies are documented including dignity of choice to support the consumers’ choice.

The service has processes to monitor consumer risk through a range of meetings including the weekly ‘Interdisciplinary clinical review committee’ and whole of staff meetings to discuss consumers considered to have high risk.

## Assessment of Standard 8 Requirements

### 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.*

# 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.