St Catherine's Aged Care Services

Performance Report

162-166 Balaclava Road
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**Commission ID:** 1470

**Provider name:** St Catherine's Aged Care Services

**Assessment Contact - Site date:** 13 October 2020

**Date of Performance Report:** 22 October 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 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 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

# 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 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 (or their representatives) interviewed confirmed they get the care they need. Consumers provided positive feedback regarding their personal and clinical care. For example; one consumer said they “couldn’t ask staff for any more than they give. I have everything I need”. One consumer’s representative said “I give the staff full marks for making my mother happy. They have tried very hard to establish a respectful relationship her”.

Sampled consumers reported satisfaction with skin care, pain management and the use of restraint. They confirmed care is provided in consultation with consumers and or their representatives. Consumers reported they have access to doctors and other health professionals if required. For example; one representative said the service refers their mother to the doctor promptly and follow up with services such as the physiotherapist. They said diagnostic services were arranged and followed up promptly. Sampled consumers at risk of pressure injury confirmed staff assess their skin regularly and provide care to prevent discomfort or injury.

Management demonstrated systems to implement, monitor and improve personal and clinical care for consumers. Systems include assessment and care planning in consultation with consumers and or their representatives. The Assessment Team reviewed staff training records, audit results, clinical data and updated policies and procedures. The service has implemented several improvement activities regarding improved wound care and pressure injury care, with positive results for consumers.

Staff confirm understanding of consumers’ need, goals and preferences and of best practice interventions, in particular, skin care, pain management and restraint management.