St Raphaels Home For The Aged

Performance Report

2 Franciscan Avenue
LOCKLEYS SA 5032
Phone number: 08 8353 6022

**Commission ID:** 6107

**Provider name:** Franciscan Sisters of the Heart of Jesus (South Australia) Inc

**Assessment Contact - Site date:** 20 January 2022

**Date of Performance Report:** 1 March 2022

# Performance report prepared by

Michelle Glenn, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |

# Detailed assessment

This performance report details the Commissioner’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 consumers, representatives, staff and management
* the provider did not submit a response to the Assessment Contact - Site report received.

# 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 assessed Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers as part of the Assessment Contact and have recommended the Requirement met. All other Requirements in this Standard were not assessed, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Franciscan Sisters of the Heart of Jesus (South Australia) Inc, in relation to St Raphaels Home For The Aged, Compliant with Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers. I have provided reasons for my finding in the specific Requirement below.

**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.*

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* Overall, representatives of sampled consumers considered that they feel like partners in the ongoing assessment and planning of consumers’ care and services.
* Comprehensive assessment processes are in place and assist in the development of care plans that are individualised and consider risk relative to each consumer’s health and well-being.
* Staff are guided in assessment and planning processes through an admission checklist, various assessment flow charts and a care planning flow chart.
* Care files sampled demonstrated appropriate assessment and planning processes had been completed in relation to wounds, behaviours and weight management.
* A clinical staff member sampled described assessment and planning processes and actions implemented to minimise risks through assessment, communication with the consumer and/or their representative, staff and others involved in their care.

Based on the information detailed above, I find Franciscan Sisters of the Heart of Jesus (South Australia) Inc, in relation to St Raphaels Home For The Aged, Compliant with Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers.

# 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)(b) in Standard 3 Personal care and clinical care as part of the Assessment Contact and have recommended the Requirement met. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Franciscan Sisters of the Heart of Jesus (South Australia) Inc, in relation to St Raphaels Home For The Aged, Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care. I have provided reasons for my finding in the specific Requirement below.

**Assessment of Standard 3 Requirements**

**Requirement 3(3)(b) Compliant**

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* A representative sampled considered that the consumer receives personal and clinical care that is safe and right for them. The representative confirmed the consumer gets the care they need and has access to medical and specialist services which has improved the consumer’s quality of life.
* Care files sampled demonstrated high impact or high prevalence risks are identified through assessment processes, and individualised management strategies are developed and outlined in care plans ensuring care and services are delivered in line with consumers’ assessed needs and preferences.
* Care files sampled demonstrated appropriate management of high impact or high prevalence risks relating to behaviours and weight loss. Where high impact or high prevalence risks had been identified, additional monitoring and assessments had been implemented, management strategies developed and/or reviewed, effectiveness of interventions evaluated and referrals to allied health professionals initiated.
* Monitoring records two consumers requiring regular weight monitoring and one consumer requiring regular blood glucose level monitoring demonstrated these observations had not been consistently undertaken in line with required timeframes. However, the Assessment Team noted there have been no adverse events impacting the consumers in relation to this.
* Clinical staff sampled described potential high impact or high relevance risks for consumers, including risks of unmanaged behaviours, weight loss and falls. Care staff described strategies implemented to manage high impact or high prevalence risks for individual consumers.

For the reasons detailed above, I find Franciscan Sisters of the Heart of Jesus (South Australia) Inc, in relation to St Raphaels Home For The Aged, Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care.

# STANDARD 7 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

The Assessment Team assessed Requirement (3)(a) in Standard 7 Human resources as part of the Assessment Contact and have recommended this Requirement met. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Franciscan Sisters of the Heart of Jesus (South Australia) Inc, in relation to St Raphaels Home For The Aged, Compliant with Requirement (3)(a) in Standard 7 Human resources. I have provided reasons for my finding in the specific Requirement below.

**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.*

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* Overall, consumers sampled considered that they get quality care and services when they need them from staff who are knowledgeable, capable, and caring. Consumers and representatives confirmed staff are kind, caring and respectful in their interactions and consumers do not feel staff are rushed when delivering the care they need.
* A set roster is maintained and there are processes to ensure staffing levels and mix is reviewed on an ongoing basis and adjusted regularly in response to consumer needs. Reviews consider consumer acuity, feedback and complaints and clinical indicators to ensure the workforce level and mix is appropriate to meet consumers’ care and service needs.
* There are systems in place to manage staff leave and where agency staff are required, block bookings with preferred agencies are made. Unfilled shifts are covered by existing staff.
* Staff sampled stated although they are busy at times, they mostly have sufficient time to complete tasks and confirmed they can meet the clinical and personal care needs of consumers. Staff were knowledgeable of consumers’ likes and dislikes and observations throughout the Assessment Contact demonstrated they were interacting with consumers in a caring and respectful manner.

For the reasons detailed above, I find Franciscan Sisters of the Heart of Jesus (South Australia) Inc, in relation to St Raphaels Home For The Aged, Compliant with Requirement (3)(a) in Standard 7 Human resources.

# 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.