St Vincent's Care Services Edgecliff

Performance Report

2-6 Albert Street
EDGECLIFF NSW 2027
Phone number: 02 9362 4978

**Commission ID:** 0275

**Provider name:** St Vincent's Care Services Ltd

**Assessment Contact - Site date:** 9 December 2020

**Date of Performance Report:** 28 January 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)(g) | 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.
* the provider’s response to the Assessment Contact - Site report received 6 January 2021

# 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

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 – their care plans and assessments were reviewed, and staff were asked about how they ensure the delivery of safe and effective care for consumers. The team also examined relevant documents.

Overall sampled consumers considered that they receive personal care and clinical care that is safe and right for them including how the service manages infection related risks for them. There is evidence that the service practices antimicrobial stewardship in promoting the appropriate use of antibiotics and to reduce the risk of their resistance.

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

### Assessment of Standard 3 Requirements

### 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.*

The Assessment Team found that the service demonstrated minimisation of infection related risks through implementing, standard and transmission-based precautions to prevent and control infection; and practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

The Assessment Team provided information that management demonstrated a good understanding of antimicrobial stewardship, including practical strategies to minimise the use of antibiotics and if required, ensuring appropriate usage. While staff were not familiar with the term antimicrobial stewardship, they were able to describe practical strategies about how they manage infection related risks for consumers; some of their infection control practices that supports minimising the need for or use of antibiotics and ensure they are used appropriately. Care staff were able to describe practical strategies used to avoid infections including hand hygiene, and minimising cross infection, encouraging fluids and maintaining hydration for consumers, especially those who experience recurrent urinary tract infections. Consumers interviewed provided positive feedback about the interventions put in place to manage the COVID-19 infectious outbreak at the service.

I find this requirement compliant as the approved provider demonstrates effective minimisation of infection related risks through implementing standard and transmission-based precautions to prevent and control infection; and practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

# 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.