St Vincent's Care Services Werribee

Performance Report

240 Hoppers Lane
Werribee VIC 3030
Phone number: 03 9218 8500

**Commission ID:** 4559

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

**Assessment Contact - Site date:** 10 May 2021

**Date of Performance Report:** 16 June 2021

# 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(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 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

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 other relevant documents.

Most consumers considered they receive personal care and clinical care that is safe and right for them. For example:

* Overall, consumers and representatives described that, with new management at the service, they are more confident they receive the care they need.

Staff demonstrated awareness of the risks associated with individual consumer’s care, and monitoring processes in place.

While behaviour and lifestyle care plans were generic in nature and lack personalised strategies to guide staff in managing consumer behaviours, staff were able to describe individual strategies implemented for each consumer.

Consumer care files demonstrated personal and clinical care that is safe, effective and tailored to the specific needs of each consumer. Consumer files showed non-pharmacological strategies are trialled prior to the administration of medication.

Care planning documents demonstrated high impact or high prevalence risks associated with the care of each consumer are identified and managed. Care documents demonstrated consumers are reviewed by and receive care from health care professionals when incidents occur. Care documents demonstrated input from medical officers, allied health professionals and other specialist services.

The service demonstrated most consumers who require chemical restraint are effectively assessed, monitored and reviewed according to regulatory requirements.

The service demonstrated it has policies and procedures in place to guide staff regarding restraint, skin care, wound care and pain management.

An overall rating for this Quality Standard is not given as only two of the seven specific requirements have been assessed.

### 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.*

###

# 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

To understand the consumer’s experience and how the organisation understands and applies the individual requirements within this Standard, the Assessment Team spoke with consumers about their experience of the staff, interviewed staff, and reviewed a range of records including staff rosters, training records and performance reviews.

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

* Consumers stated there are generally enough staff at the service and they do not have to wait long for their call bell to be responded to.
* Some representatives expressed concerns at the number of staff, indicating at times there are not enough staff to provide care.
* All consumers were satisfied their care needs are met. Representatives were generally happy with the clinical care provided to consumers.

Staff stated generally there is enough staff, however when shifts are not filled it places pressure on the level of care provided to consumers. Staff were satisfied they receive enough training to support them in their roles and the service supports additional requests for training.

As a result of consumer and representative feedback, management advised a new full roster has been implemented that includes extended shifts. New staff have been added to the roster and the service is currently hiring additional staff.

Roster documents demonstrated most shifts are filled. Call bell reports demonstrated staff are responding to consumers in a reasonable time frame. Training records demonstrated all staff have completed relevant mandatory training, including the Serious Incident Response Scheme (SIRS) programme.

An overall rating for this Quality Standard is not given as only two of the five specific requirements have been assessed.

## 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)(d) Compliant

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

# 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.