Sunnymeade Park Aged Care Community

Performance Report

362-376 King Street
CABOOLTURE QLD 4510
Phone number: 07 5495 4233

**Commission ID:** 5208

**Provider name:** Jomal Pty Ltd

**Assessment Contact - Site date:** 11 June 2020 to 22 June 2020

**Date of Performance Report:** 15 July 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(c) | Compliant |
| Requirement 2(3)(d) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | 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 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 10 July 2020
* The Assessment Team’s report for the Assessment Contact – Site 14 May 2020.

# 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 did not assess all requirements in Standard 2, therefore an overall summary or compliance rating is not provided.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(c) Compliant

*The organisation demonstrates that assessment and planning:*

1. *is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

The Approved provider demonstrates consumers and representatives are involved in initial and ongoing assessment processes. The Approved provider reviews consumers’ care and services in consultation with consumers and/or their representative.

For consumers sampled by the Assessment Team care planning documents reflect that others are involved in assessment and planning, including the medical officers, physiotherapist, podiatrist and representatives. Consumers and representatives sampled by the Assessment Team reported being involved in assessment and planning on an ongoing basis.

Registered staff described to the Assessment Team the involvement of others in consumers’ assessment and planning. Management stated and the Assessment Team confirmed registered nurses are allocated care plans for review every three months that includes a discussion with consumers and their representatives, and a copy of the new care plan is offered. Staff reported they are informed of any changes to consumers’ needs during handover discussion and have access to care plans.

The Assessment Team identified management reviews identified consumer risks and incidents are documented on the service’s electronic clinical care system to identify trends, initiate referrals and ensure all those involved in the consumer’s care are consulted.

### Requirement 2(3)(d) Compliant

*The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.*

The Approved provider demonstrates outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is available to the consumer and their representative. The Approved provider ensures consumers and/or representatives are included in assessment and care planning and daily care profiles that reflect consumer care needs, and which are derived from the broader suite of care planning assessments and are offered to consumers and/or representatives at each three-monthly care plan review.

Consumers and representatives sampled advised the Assessment Team they either have a copy of the care plan or if they require a copy they would ask the registered staff for one. Consumer representatives sampled advised the registered staff keep them up to date with changes in consumer care.

Registered staff described to the Assessment Team how care plans are reviewed and updated on a three-monthly basis or when care needs change for a consumer. The Approved provider introduced a new process for regular assessment and care planning review whereby each month Registered nurses are allocated responsibility to complete assigned consumer care plan reviews with the consumer and/or representative and a copy of the updated care plan is offered to the consumer and/or representative during the review process.

The Assessment Team observed examples of completed three monthly care plan review checklists signed by the consumer and/or representative to indicate their involvement, and staff confirmed the completed forms are kept on file in the consumer’s records. The Assessment Team observed care plans signed by consumers indicating their involvement in the care plan review.

### Requirement 2(3)(e) Compliant

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*

The Approved provider reviews care and services regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer. Care planning documents evidence of assessment and review as part of the three-monthly care plan review process. Where consumers’ needs, goals or preferences change, documents demonstrate the care plan is reviewed and updated.

Consumers sampled are involved in assessment and care planning and have been involved in the assessment and care planning process evidenced by signatures on care plans and entries in progress notes. Consumer representatives are involved in care planning when changes occur in their respective consumer’s care needs.

Management and Registered nurses confirm care plans are reviewed and updated on a three-monthly basis or when circumstances change for a consumer. Staff are advised of changes to consumer care needs at handover, and by the Registered nurse highlighting changes on the revised care plan. Incident reports and mandatory incident reports trigger a care plan review for consumers involved.

# 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 did not assess all requirements in Standard 3, therefore an overall summary or compliance rating is not provided.

### 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.*

The Assessment Team provided information that processes do not ensure consumers consistently receive clinical and personal care that is tailored to their needs and optimises their health and well-being in relation to chemical restraint usage and pain management.

The Approved provider in its response to the Assessment Team’s findings clarified information as well as provided clinical records, progress notes, monitoring charting and meeting minutes.

The Approved provider demonstrated that for the named consumers, restraint management processes are in place including authorisation, monitoring and care planning directives. The Approved provider acknowledges that despite ongoing education for registered staff, documentation does not always support the use of alternate strategies are trialled prior to the use of chemical restraint. Medication charts provided in the Approved provider’s response demonstrates psychotropic medication has been administered in accordance with medical officer directives.

In relation to wound management, the Approved provider acknowledged the are deficiencies in monitoring records including wound photographs and measurements, however this has not impacted on wound care delivery. For the named consumer, progress notes and medical officer records indicate their wound is healing.

For a named consumer the Assessment Team identified had unresolved pain issues, The Approved provider demonstrated ongoing review of the consumer by their medical officer, pain monitoring processes are in place and medication management regimes have been altered to assist with the consumer’s anxiety.

I have considered the Assessment Team’s report and the Approved provider’s response and I find that consumers receive clinical and personal care that is tailored to their needs and optimises their health and well-being.

I find this Requirement compliant.

### Requirement 3(3)(b) Compliant

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

The Approved provider identifies risks for individual consumers including high impact or high prevalence risks such as pressure injuries, restraint, smoking, dementia, medication management, alcohol consumption, pain, mobilising independently and swallowing difficulties.

For the consumers, care planning documentation describes the key risks for those consumers. Risks are identified and assessed. Staff describe individual risks for consumers and strategies used to support consumers. Staff are aware of incident reporting procedures and would report any concerns to the registered nurse.

The Approved provider records high impact and high prevalence clinical and personal risks for consumers in care planning documentation, including risk assessments. Clinical data is reported on a monthly basis and discussed at clinical meetings with registered staff. Specialised nursing and high-risk identification tabs exist in the electronic care planning system to enable staff to easily identify consumer’s individual risks.

# 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.