SwanCare Ningana

Performance Report

3 Allen Court   
BENTLEY WA 6102  
Phone number: 08 6250 0650

**Commission ID:** 7421

**Provider name:** SwanCare Group (Inc)

**Assessment Contact - Site date:** 4 June 2020

**Date of Performance Report:** 2 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** | **Compliant** |
| Requirement 2(3)(a) | Compliant |
| **Standard 7 Human resources** | **Compliant** |
| Requirement 7(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 consumers, representatives, staff and others.

# STANDARD 2 COMPLIANT 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 Quality Standard is assessed as Compliant as one of the five specific requirements have been assessed as Compliant. The Assessment Team assessed Requirement (3)(a) in relation to Standard 2. All other requirements in this Standard were not assessed.

The Assessment Team recommended Requirement (3)(a) in Standard 2 as met. I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 2 and find the service is compliant with Requirement (3)(a).

Consumers and representatives interviewed by the Assessment Team confirmed they are aware of the service’s assessment processes. Three consumers said they have had the opportunity to discuss their care preferences and this information has been outlined in their care plan. One representative stated as part of the admission process, they were asked to provide comprehensive information about the consumer’s health and well-being and were satisfied this information had been used to develop a care plan.

Initial assessments are completed in line with a checklist; risks to consumers’ health and well-being are considered as part of the assessment process. An interim care plan is developed on entry with a comprehensive care plan finalised at the completion of the assessment period. Consumers and representatives interviewed, and documentation viewed by the Assessment Team demonstrated consumers and/or representatives are involved in assessment and planning processes. Additionally, documentation viewed demonstrated care plans were reflective of assessment outcomes and included individualised care strategies and preferences for each consumer.

Clinical staff described assessment and planning processes in line with the service’s processes. Care staff said they have access to interim care plans to assist them to provide care and services to consumers in line with their needs and preferences. A handover process is used to communicate any changes to consumers’ health and well-being and care and service needs.

## 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.*

# STANDARD 7 COMPLIANT 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 Quality Standard is assessed as Compliant as one of the five specific requirements have been assessed as Compliant. The Assessment Team assessed Requirement (3)(a) in relation to Standard 7. All other requirements in this Standard were not assessed.

The Assessment Team recommended Requirement (3)(a) in Standard 7 as met. I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 7 and find the service is compliant with Requirement (3)(a).

Consumers interviewed by the Assessment Team said they feel staff are well trained, there are adequate staff to provide care and services, staff are kind and caring and they do not feel rushed when care is being provided to them.

Staff interviewed by the Assessment Team were satisfied with staffing and their ability to be able to provide quality care and services to consumers.

The service has a planned approach to manage increase in occupancy and employment of staff to enable the continued delivery and management of safe and quality care and services to consumers. The approach allows for the consideration of consumer acuity and care and service needs. Management described workforce assessment and monitoring processes based on the number of consumers and to ensure sufficient staff are rostered and allocated each shift.

## 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.*

# 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.