The Pines Lodge

Performance Report

342 Marion Road
NORTH PLYMPTON SA 5037
Phone number: 08 8292 1800

**Commission ID:** 6094

**Provider name:** Southern Cross Care (SA, NT & VIC) Incorporated

**Assessment Contact - Site date:** 24 November 2021

**Date of Performance Report:** 24 December 2021

# 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 1 Consumer dignity and choice** |  |
| Requirement 1(3)(d) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(b) | 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 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
* the Performance Report dated 12 October 2021 for the Site Audit conducted 23 August 2021 to 25 August 2021.

# STANDARD 1 Consumer dignity and choice

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

The Assessment Team assessed Requirement (3)(d) in Standard 1 Consumer dignity and choice as part of the Assessment Contact. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

The purpose of the Assessment Contact was to assess the performance of the service in relation to Requirement (3)(d) in this Standard. This Requirement was found Non-compliant following a Site Audit conducted 23 August 2021 to 25 August 2021 where it was found the service had not considered potential safety risks for two consumers who left the service on outings independently or documented strategies to minimise risks to consumers. Risk assessments had not been undertaken to identify and provide consumers with relevant information to support effective risk management. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified at the Site Audit and have recommended Requirement (3)(d) met.

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 Southern Cross Care (SA, NT & VIC), in relation to The Pines Lodge, Compliant with Requirement (3)(d) in Standard 1 Consumer dignity and choice. I have provided reasons for my finding in the specific Requirement below.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(d) Compliant

*Each consumer is supported to take risks to enable them to live the best life they can.*

The service was found Non-compliant with Requirement (3)(d) following a Site Audit conducted 23 August 2021 to 25 August 2021 where it was found the service had not considered potential safety risks for two consumers who left the service on outings independently or documented strategies to minimise risks to consumers. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Developed and implemented specific assessments and management plans for consumers who choose to partake in activities in the community.
* Developed a risk assessment tool and associated work instructions which have been reviewed, adapted and implemented to guide staff.
* Developed a sign in and out process for consumers who leave the service. Consumers are also provide a lanyard which includes the consumer’s details and a mobile phone.
* The mobile phone has been updated to include a satellite tracking application, enabling consumers to be tracked by the service in the event of an emergency.

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 indicated they felt supported to take risks to enable them to live the best life they can.
* Three consumers sampled described activities they undertake which include an element of risk, including going on outings independently. Two consumers indicated Risk assessments had been completed in consultation with them and stated risks associated with the activities they partake had been discussed with them.
* Two consumers described the new sign in and out processes, lanyards and provision of a mobile phone.
* Staff were aware of consumers who leave the service independently and described processes consumers are required to complete, including signing in and out processes. Where consumers leave the service, this is communicated to all staff ensuring they are informed of consumer movements.
* A sample of consumer files indicated activities which consumers choose to partake which include an element of risk are identified, associated risks are discussed and strategies to minimise or mitigate the risks are developed. These processes were noted to have been conducted in consultation with the consumer with one file demonstrating involvement of the Medical officer.

For the reasons detailed above, I find Southern Cross Care (SA, NT & VIC), in relation to The Pines Lodge, Compliant with Requirement (3)(d) in Standard 1 Consumer dignity and choice.

# 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 Requirement (3)(b) 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 Southern Cross Care (SA, NT & VIC), in relation to The Pines Lodge, 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:

* Overall, consumers sampled considered that they receive personal care and clinical care that is safe and right for them.
* Representatives sampled confirmed they are notified of clinical incidents, including falls, pressure injuries and behaviours and are informed by staff of actions taken to manage associated risks.
* Care files sampled demonstrated appropriate management of high impact or high prevalence risks, including in relation to pressure injuries, pain, specialised nursing care needs and falls.
* Where high impact or high prevalence risks had been identified, care files sampled demonstrated additional monitoring processes are implemented, management strategies reviewed and/or new strategies developed and referrals to Medical officers and/or allied health specialists initiated.
* Staff sampled described strategies to minimise high impact or high prevalence risks, including prevention strategies for pressure injuries and to minimise risk of falls.

For the reasons detailed above, I find Southern Cross Care (SA, NT & VIC), in relation to The Pines Lodge, Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care.

# 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.