The Whiddon Group - Wingham - Primrose

Performance Report

12 Primrose Street   
WINGHAM NSW 2429  
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**Commission ID:** 0186

**Provider name:** The Frank Whiddon Masonic Homes of New South Wales

**Assessment Contact - Site date:** 26 June 2020

**Date of Performance Report:** 3 August 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** | **Non-compliant** |
| Requirement 2(3)(a) | Non-compliant |
| Requirement 2(3)(b) | Non-compliant |
| **Standard 3 Personal care and clinical care** | **Non-compliant** |
| Requirement 3(3)(a) | Non-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 31 July 2020.

# STANDARD 2 NON-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 Non-compliant as two of the five specific requirements have been assessed as Non-compliant.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Non-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.*

For consumers sampled care planning documents do not consistently indicate comprehensive assessment and planning for the consumers sampled particularly in relation to managing a consumer’s behaviour. The Assessment Team identified behaviour charts do not reflect consumers personal, behaviour triggers and the interventions implemented are not individualised and are generic. Behaviour charts do not consistently indicate if the interventions are successful therefore do not consistently demonstrate effective assessment and planning for care delivery.

Staff provided concerns about the appropriateness of the chairs in the lounge area in front of the television as they are too low, cause a risk for consumers who struggle in and out of them. They indicate consumers could hurt themselves as it is a long way down to be seated.

The approved provider submitted a response to the Assessment team’s

report which outlined the continuous improvement activities they will be undertaking to address the deficits identified which included ensuring assessments are completed reflecting the personalised health status, needs, preferences of the consumer and providing staff training on responding to behavioural symptoms of dementia and individualising behaviour care charts.

The approved provider has completed an environmental/equipment risk assessment regarding the appropriateness of the chairs in the lounge area and a quotation received for replacing them.

### Requirement 2(3)(b Non-compliant

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

Documentation reviewed by the Assessment Team indicates for all consumers sampled their goals and preferences are not identified for the consumer. While most of the documentation reviewed included assessment processes, they are generic in nature within sampled consumers care plans. The service has not identified this as an issue and the registered staff have not considered the need to identify the individual goals for consumers in the care planning and assessment process. Care and Services planning documents do not reflect effective consultation with consumers and/or their representatives

The approved provider submitted a response to the Assessment team’s report which outlined the continuous improvement activities they will be undertaking to address the deficits identified which included undertaking initial and ongoing assessment and planning for care and services in partnership with the consumer focusing on optimising health and well-being in accordance with the consumer’s needs, goals and preferences and ensuring consultation with the consumer/representative is documented.

# STANDARD 3 NON-COMPLIANT 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 Quality Standard is assessed as Non-compliant as one of the seven specific requirements have been assessed as Non-compliant.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(a) Non-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.*

Whilst consumers are generally satisfied with the care and services they receive, documentation and staff interviews indicate consumers are not receiving care that is tailored to their needs and/or optimises their health and wellbeing. Staff do not demonstrate they are ensuring each consumer get effective personal/clinical care.

There are processes for staff monitoring consumers skin and wound care practices, however staff are not consistently following wound care instructions.

The approved provider submitted a response to the Assessment team’s report which outlined the continuous improvement activities they will be undertaking to address the deficits identified which included reviewing sampled consumer care plans and

reviewing wound management and treatment charts. The approved provider will also be undertaking training with staff on pain, behaviour and skin/wound assessment and management.

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

### Requirement 2(3)(a)

*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.*

### Ensure staff are adequately trained to undertake assessments which reflect the personalised health status, needs, and preferences of the consumer, including the consideration of risks of the consumer’s health and wellbeing.

### Requirement 2(3)(b

*Assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.*

* Ensure staff are adequately trained to undertake initial and ongoing assessment and planning for care and services in partnership with the consumer focusing on optimising health and well-being in accordance with the consumer’s needs, goals and preferences and ensuring consultation with the consumer/representative is documented.

### Requirement 3(3)(a)

*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.*

* Ensure staff are adequately trained in pain, behaviour and skin/wound assessment and management to deliver care that is best practice, tailored to the consumer’s need and optimises their health and well-being.