Thomas Eccles Gardens

Performance Report

26 Mount Street   
YASS NSW 2582  
Phone number: 02 6226 1899

**Commission ID:** 0197

**Provider name:** RSL LifeCare Limited

**Assessment Contact - Site date:** 21 October 2020

**Date of Performance Report:** 4 December 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 3 Personal care and clinical care** | **Non-compliant** |
| Requirement 3(3)(a) | Non-compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(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 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 13 November 2020.

**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**

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 relevant documents.

Of consumers randomly sampled, most confirmed they receive the care they need.

The Assessment Team provided information that there has not been effective clinical care in line with best practice in regard to pain management, psychotropic medication use, chemical restraint, pressure area care and wound care. Specifically, policies and procedures around wound management, the allocation of appropriately skilled staff to that care, and psychotropic use in line with restraint minimisation guidelines.

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.*

The Assessment Team provided information that demonstrated that sampled consumers did not receive safe and effective personal or clinical care that is best practice, tailored to their needs, and optimises their health and well-being.

The Assessment Team noted current staff practices and documentation issues related to pain, pressure area care, wound management, weight management, and minimisation of chemical restraint are not in accordance with best practice or optimising the consumers health and well-being.

Care planning documents including progress notes, care plans, wound charts, and assessments did not always reflect individualised care that is safe, effective and tailored to the specific needs and preferences of consumers. Changes in a consumers condition does not always prompt changes and re-assessment for the consumer to ensure their care optimises their health and well-being. The Assessment Team identified the clinical indication for psychotropic medication was not always appropriate and chemical restraint is not always used as a last resort or in accordance with best practice guidelines for consumers. Wound and pain management documentation did not demonstrate staff are complying with the service’s wound management policy or delivering safe and timely interventions in response to wound deterioration and pain management.

The approved provider submitted a response to the assessment teams report which included additional material clarifying matters raised in the report. This information provided some additional context and refuted some information in the Assessment Teams report. I note that the approved provider has provided further information involving one of the consumers mentioned in the report. The approved provider’s response also included evidence of corrective actions taken since the assessment contact to address the gaps identified.

I have considered and accept evidence supplied by the approved provider that shows management and staff at the service are aware and understand their influence related to the correct diagnosis and symptoms prompting appropriate psychotropic medication usage. The approved provider acknowledged the issues identified in relation to pressure area care, wound management, behaviour management and pain management and has commenced a number of improvement activities, since the audit, to address these. The approved provider will need to monitor and evaluate these changes carefully to ensure they are effective and are sustainable.

For the requirement, each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that is best practice; and is tailored to their needs; and optimises their health and well-being, I find this requirement is non-compliant.

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**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 sampled consumers considered that they get quality care and services when they need them and from people who are knowledgeable, capable and caring.

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

**Assessment of Standard 7 Requirements**

**Requirement 7(3)(b) Compliant**

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

The Assessment Team found that workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.

All consumers and representatives who were sampled, provided positive feedback about staff interactions with consumers. Consumers and representatives generally said they find staff kind, caring and gentle when providing care.

The Assessment Team observed staff interactions with consumers to be patient, professional and caring.

For workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity, I find this requirement is compliant.

**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 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.*

Restraint

* The risks and responsibilities associated with the use of chemical restraint are clearly explained to stakeholders, the relevant consent is obtained and the need for chemical restraint is regularly reviewed for each consumer.
* Minimisation of restraint in accordance with best practice guidelines are followed, including the use of non-pharmocological strategies to assist staff in providing safe and effective care. Staff are aware of their responsibilities in documenting these strategies.

Behaviour management

* All stakeholders involved in behaviour management are aware of all triggers, goals, and strategies including non-pharmacological for consumers, and these are documented.
* Behavioural care plans are individualised and effectively assist consumers in achieving life goals and preferences. Management and staff utilise external providers and specialists effectively in assisting the service provide best practice in behaviour management.

Pressure area care

* Care plans accurately describe the pressure area care the consumer requires, care is provided as per the care plan and is documented.

Wound management

* All relevant staff are trained and equipped to provide effective wound care in accordance with best practice and the service’s policies and procedures.
* All wound care documentation is clear, detailed, and effective in monitoring the condition of a wound.

Pain management

* Consumer pain is identified, documented and managed in accordance with best practice.
* All staff are trained and equipped to provide effective pain management in accordance with best practice and the service’s policies and procedures.

General

* Care and services are regularly reviewed for effectiveness when circumstances change or when incidents occur to ensure care and services provided appropriately address the consumer’s needs, goals or preferences.
* All improvements implemented are monitored and reviewed for effectiveness