TriCare Upper Mt Gravatt Aged Care Residence

Performance Report

20 Agay Street
UPPER MOUNT GRAVATT QLD 4122
Phone number: 07 3343 9254

**Commission ID:** 5334

**Provider name:** TriCare Agay Street Aged Care Pty Ltd

**Assessment Contact - Site date:** 22 December 2020

**Date of Performance Report:** 12 January 2021

# 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| **Standard 7 Human resources** |  |
| 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 staff, consumers/representatives and others.

# 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 under this Standard therefore a compliance rating or summary 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.*

Consumers and consumer representatives were satisfied care delivered was tailored to the consumer’s needs and optimises the health and well-being of consumers.

Review of sampled consumers’ care planning documentation (including assessments, progress notes and monitoring records) identified individualised care delivery that was safe, effective and tailored to the specific needs and preferences of the consumer.

Staff stated they had access to policies and procedures and quick reference flow charts. They reported they discussed clinical issues for individual consumers at handovers and staff meetings.

The service had policies and procedures for key areas of care, including restraint, skin integrity and pain management in line with best practice. Staff had access to this information electronically.

Based on this information, it is my decision this Requirement is Compliant.

# 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

The Assessment Team did not assess all Requirements under this Standard therefore a compliance rating or summary is not provided.

## 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.*

Consumers/representatives sampled were satisfied with the delivery and management of care and services, with the skills and knowledge of members of the workforce and with the availability of registered staff, care staff, lifestyle staff and support staff. Consumers/representatives were satisfied with call bell response times.

Staff interviewed said they had sufficient time to complete their duties each day and confirmed all vacant shifts were filled. They said during busy times they worked as a team to complete tasks and meet consumers’ needs. Registered staff explained that after hours they can contact the Medical officer and senior clinical staff or transfer a consumer to hospital if they identify a decline in a consumer’s condition. Care staff confirmed they understood the care needs of consumers by receiving daily handover and they had access to consumer care files. Staff confirmed they reported to registered staff if they are uncertain about consumers’ care needs.

The service operated from a base roster and staffing allocations identify the number and location in the service where staff were required to work each shift. Management reported the allocation of staff to particular consumers was managed by management to ensure familiarity with consumer’s routines and preferences.

A review of the roster confirmed strategies to replace staff on planned and unplanned leave including extension of hours, approaches to staff for additional shifts and the engagement of staff from the organisation’s other sites. Management stated call bell response times were monitored and this may include checking the call bell system is working correctly and following up with staff in the allocated area.

The Assessment team observed staff to be attending consumer’s daily routines without rushing and taking time to talk to consumers and representatives as required.

Based on this information, it is my decision this Requirement is Compliant.

# 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.