UCWA - GLENELG

Performance Report

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**Commission ID:** 600059

**Provider name:** Uniting Communities Incorporated

**Assessment Contact - Site date:** 10 September 2020

**Date of Performance Report:** 9 November 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(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, review of documents and interviews with staff, consumers 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 assessed Requirement (3)(a) in Standard 3 and recommended the Requirement as met. The other Requirements of the Standard were not assessed.

Overall, consumers sampled said the organisation provides safe and effective services which are tailored to their needs and optimises their health and well-being. Specific feedback included:

* Consumers were satisfied with the services provided and complimentary of the staff who provide them with care.
* Consumers said they appreciated the ongoing telephone conversations with staff, especially during the COVID-19 pandemic.

Management described the organisation wide systems in relation to clinical governance which support staff to provide consumers with personal and clinical care, which is tailored to their needs, is best practice, and optimises the health and well-being of each consumer while conforming to COVID-19 restrictions.

Clinical staff provided examples of how they can access best practice guidelines and described how they sought specialist clinical advice for a consumer with a complex wound.

Care staff described consumers’ individualised care plans which assisted them to provide care based on assessed needs and how they are providing this care in a COVID-19 safe manner. Care staff said their supervisors are supportive and they are provided with training to support them to provide care to consumers, including having access to multi-lingual cue cards in 17 different languages. Staff access policies, procedures and guidelines through the organisation’s Intranet site.

Care staff said they are required to ask a set of COVID-19 questions of consumers prior to entering their homes. Staff confirmed they wear masks when they are within a distance of 1.5 metres when providing personal care to consumers.

Quality managers described auditing and incident reporting processes which resulted in the inclusion of medication self-assessment as part of the initial assessment processes for consumers.

The Assessment Team viewed a clinical governance meeting agenda which included items relating home care, incident reporting and COVID-19 learnings.

Based on the information detailed above, I find the approved provider, in relation to UCWA - GLENELG, is Compliant with Requirement (3)(a) of Standard 3.

### 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.*

# 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.