Uniting Bowden Brae Normanhurst

Performance Report

1-7 Frith Avenue   
NORMANHURST NSW 2076  
Phone number: 02 9487 1799

**Commission ID:** 2615

**Provider name:** The Uniting Church in Australia Property Trust (NSW)

**Assessment Contact - Site date:** 12 March 2021

**Date of Performance Report:** 13 May 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 |

# 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 conducted on 12 March 2021, 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 10 May 2021.

# 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

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.

The Assessment Team found that the service demonstrated most of its consumers get safe and effective personal and clinical care. It has policies, systems and processes in place consistent with best practice. However, the service made a serious medication error posing significant risk to consumer health and safety, and around one third of its consumers are prescribed psychotropic medications without a recorded diagnosed mental disorder, physical illness or condition which is inconsistent with best practice and legislative requirements.

### 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.*

The Assessment Team found that the service demonstrated that most but not each of its consumers get safe and effective personal and/or clinical care, that is best practice; tailored to their needs; and optimises their health and well-being.

The Assessment Team reviewed a consumer’s file, where incorrect medication had been administered in error. The service actively monitored the consumer and had regular check ins with the GP, the consumer was closely monitored, and the representative was contacted immediately with open disclosure, an apology and strategies to prevent the same medication error from reoccurring. Although care was managed effectively after the event, the incident posed a risk to the consumer’s health and safety.

In addition, review of the psychotropic register shows the service’s approach to restraint is not fully consistent with best practice. There are a significant number of consumers who have been prescribed psychotropic medications without a diagnosed mental disorder, physical illness or condition, which is not in line with best practice and legislative requirements.

The Assessment Team interviewed staff who said they minimise the use of physical and chemical restraints by trying alternative strategies and non-medical interventions like talking on a one-to-one basis with consumers, finding ways of diversion which consumers enjoy like special foods or drinks.

The Assessment Team found that overall, progress notes (and other documents) for the consumers sampled reflect individualised care that is safe, effective and tailored to the specific needs and preferences of the consumer and this was confirmed by consumers sampled.

The Assessment Team reviewed a behaviour management plan and found that the service demonstrated it is managing a consumer who had a recent incident of challenging behaviour. Included are detailed behavioural triggers and supporting mechanisms when they are displayed.

Staff interviewed were able to demonstrate safe and effective strategies to provide consumers with effective wound/pressure injury management.

The approved provider responded to the Assessment Team’s report and acknowledged the risk to the consumer. The service took appropriate and immediate actions following the incident and had regular contact with the General Practitioner, monitoring the consumer for several days following the incident. The service has implemented safeguards to reduce the likelihood of this incident reoccurring. The service used open disclosure and immediately contacted the representative explaining what had occurred, what had been done and apologised profusely.

The approved provider also advised that all consumers receiving psychotropic medication have been prescribed after medical assessment of specific symptom by the consumer’s General Practitioner or Psychogeriatrician/Psychiatrist and most were prescribed prior to admission to the Home. Antipsychotic medications listed were predominantly used to treat psychotic disorders and used in consumers with pre-existing mental health conditions. Where antidepressants are prescribed, they are used to relieve psychological and physical symptoms of depression.

I have found that the provider is compliant with this requirement as the service has demonstrated that they have taken appropriate actions and preventative measures to ensure that consumers 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.

# 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.