Uniting Edina Waverley

Performance Report

150 Bronte Road
WAVERLEY NSW 2024
Phone number: 02 9369 5131

**Commission ID:** 2639

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

**Assessment Contact - Site date:** 2 February 2021

**Date of Performance Report:** 29 March 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, 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

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.

Overall, most sampled consumers considered that they receive personal care and clinical care that is safe and right for them. Consumers and/or representatives interviewed advised they get the care they need from the care staff who are very caring and provide them with all that they require.

### 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 care planning documents demonstrated that the consumers receive personal and clinical care that is tailored to their needs and optimises their health. The service was able to provide evidence of appropriate assessments and monitoring for a consumer who reported changes to their fall’s management. The service was able to provide evidence that pressure area care reflects best practice guidance including assessment and monitoring of active pressure injuries and maintaining skin integrity to prevent pressure injuries.

#### The Assessment Team found consumers advised they get the care they need. Feedback from one consumer’s representative advised he is happy with the care and communication that he receives from the service. He advised he receives regular updates, has been involved in the care planning process and is aware of any referrals or changes in medications.

#### Registered nurses said they know that the care they provide is safe and effective when they align practice with organisational policy and procedural guidelines. The service has written materials about best practice care delivery and these are regularly updated on a regular basis. For example, the management team described how they can deliver individualised clinical care to a consumer that is best practice.

#### The Assessment Team found that the service provided safe and effective personal or clinical care that improves the consumer’s well-being. This includes their physical and mental state, their spiritual and emotional life such as their feelings, thoughts and beliefs. Additionally, their social life such as their relationships, culture values, and

I am of the view that the Approved Provider complies with this requirement as it has demonstrated that 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.