Victorian Elderly Chinese Hostel

Performance Report

77 Hurtle Street
ASCOT VALE VIC 3032
Phone number: 03 9370 8288

**Commission ID:** 3380

**Provider name:** Victorian Elderly Chinese Welfare Society Inc

**Assessment Contact - Site date:** 28 April 2021

**Date of Performance Report:** 8 June 2021

# Publication of report

This Performance Report **will 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 |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(d) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(3)(d) | 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 24 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.

Most consumers and representatives sampled considered consumers receive personal care and clinical care that is safe and right for them.

Review of care planning documents and staff interviews demonstrate consumers generally receive effective care. Review of care planning, charting and additional documents demonstrated effective management of psychotropic medications, skin and wounds. Most clinical and care staff demonstrated an awareness of their roles and responsibilities when providing clinical and personal care for consumers.

Clinical documentation and documented actions by staff and health professionals confirm clinical staff generally manage consumer’s clinical risks. File reviews demonstrated where there was individualised risk relevant to the consumers staff generally manage these risks. Risks reviewed include falls prevention and weight loss.

The approved provider submitted a response outlining the management of weight loss experienced by a consumer following return from hospital.

There is a system and process to identify consumers who experience deterioration or change of a health and wellbeing in a timely manner.

Three of the three specific requirements assessed under this Quality Standard are Compliant.

As not all requirements were assessed an overall rating for the Quality Standard 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.*

### Requirement 3(3)(b) Compliant

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

### Requirement 3(3)(d) Compliant

*Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner.*

# 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.

## The service demonstrated the workforce can facilitate the delivery and management of safe and quality care and services. Consumers and representatives expressed satisfaction with the sufficiency of staffing within the service and the quality of the care provided. Staff described satisfaction with staffing numbers and advised they have enough time to undertake care needs of consumers.

The service demonstrated the workforce is recruited, trained, equipped and supported to deliver outcomes required by the Quality Standards. Consumers and representatives expressed satisfaction that staff are trained and supported to provide care to the consumer. Staff expressed satisfaction with the quality of training provided. Staff confirmed completing the organisation’s annual mandatory training program and expressed satisfaction with being able to undertake further education if they wish to do so.

Two of the two specific requirements assessed under this Quality Standard are Compliant.

As not all requirements were assessed an overall rating for the Quality Standard 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.*

### Requirement 7(3)(d) Compliant

*The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.*

# 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.