Vincent Court

Performance Report

88 Leith Street
West Kempsey NSW 2440
Phone number: 02 6562 6062

**Commission ID:** 0089

**Provider name:** The Trustees of the Roman Catholic Church for the Diocese of Lismore

**Assessment Contact - Site date:** 30 June 2020

**Date of Performance Report:** 4 August 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

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| --- | --- |
| **Standard 1 Consumer dignity and choice** |  |
| Requirement 1(3)(c) | Compliant |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(d) | Compliant |
| **Standard 4 Services and supports for daily living** |  |
| Requirement 4(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 3 August 2020.

# STANDARD 1 Consumer dignity and choice

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(c) Compliant

*Each consumer is supported to exercise choice and independence, including to:*

1. *make decisions about their own care and the way care and services are delivered; and*
2. *make decisions about when family, friends, carers or others should be involved in their care; and*
3. *communicate their decisions; and*
4. *make connections with others and maintain relationships of choice, including intimate relationships.*

Consumers interviewed provided examples to the Assessment Team as to how they are supported to exercise choice and independence. Staff when asked were able to demonstrate they understand the consumers choices and preferences, like who likes to get up late and goes to bed late, which consumers like to sit where during meal times. The management team summarised how consumers are supported to exercise choice and independence in various ways.

The assessment Team was told during the restrictions due to COVID-19 the service assisted consumers to connect with their families and friends via, phone, using the computers or ipads.

The approved provider does comply with this requirement as each consumer is supported to exercise choice and independence, including to:

1. make decisions about their own care and the way care and services are delivered; and
2. make decisions about when family, friends, carers or others should be involved in their care; and
3. communicate their decisions; and
4. make connections with others and maintain relationships of choice, including intimate relationships.

# STANDARD 2 Ongoing assessment and planning with consumers

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Compliant

*Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.*

The service has system and processes to ensure assessment and planning occurs and includes consideration of risks. The Assessment Team reviewed a sample of consumer’s files and observed all consumers have had assessments completed. Risk assessment tools are available within the assessment suite and all consumers have a falls risk assessment completed at least once in the first week of entry. Consumers files show they are consulted about their goals needs and preferences. Consumers interviewed said they are involved in the assessment and planning process and have access to their care and services plan if they wish. For the consumers sampled the service was able to demonstrate consumers receive individualised care that is safe, effective and tailored to their specific needs and preferences.

The approved provider does comply with this requirement as assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services.

# 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 and therefore 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.*

Consumers are receiving personal and clinical care that is guided by best practice tailored to their needs and optimises their health and wellbeing. The service has policies and procedures to guide staff practice in providing clinical and personal care. Staff have access to relevant clinical information. Consumers and their nominated representatives are consulted about their care needs and this allows them to develop individualised care tailored to their needs and wellbeing. For the consumers sampled the service was able to demonstrate consumers receive individualised care that is safe, effective and tailored to their specific needs and preferences.

The approved provider does comply with this requirement as 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)(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.*

Consumers and representatives said they are kept informed if there are changes in a consumer’s condition. Care staff interviewed were able to describe what is expected of them if a consumer has a change/deterioration in their condition. They said they always contact the registered nurse, who respond very quickly.

The Assessment team found consumers who experience a change of condition generally have their needs recognised and responded to and care notes show changes in condition are generally recognised. Nevertheless, the team found that, in some cases, although it is not clear that a registered nurse has been notified and involved in assessing the severity and extent of the issue, the response is generally appropriate. The team noted concerns about a consumer’s blood pressure reading having dropped with no evidence the Registered Nurse had been notified and the GP informed. Furthermore, the team noted concerns about a consumer with incontinence and whether this had been reported to the Registered Nurse for review of the consumer’s medication. Lastly, the team noted a failure to document fluid intake for one consumer.

The approved provider, in their response, provided additional information demonstrating that both the RN and GP had been informed of the consumer’s drop in blood pressure but this had not been documented. The GP has now set parameters for when they wish to be informed of readings outside the usual. The approved provider also submitted information showing that there was only one episode of incontinence for the consumer cited in the report and they are continuing to monitor medications required with the GP. Staff have been reminded about the importance of documentation.

Having reviewed the assessment team’s report and the information provided by the approved provider I am satisfied that this requirement is met.

The approved provider does comply with this requirement as 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 4 Services and support for daily living

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(d) Compliant

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

The service has introduced new assessments which are being completed for all consumers these include consumer profiles and lifestyle assessments. During the COVID 19 restrictions lifestyle activities have been restricted but have been modified so that consumers and their families can communicate in a manner that still allows social distancing. Consumer feedback and documentation reviewed indicates that not all needs and preferences regarding food is effectively communicated within the service. Two consumers interviewed said they felt that their condition, needs and preferences are communicated but one stated communication with the kitchen means meals are not always right. Management advise that an electronic software upgrade has been installed and this has involved formulation of a more comprehensive lifestyle assessment incorporating social and life history detail for each consumer.

The approved provider does comply with this requirement as information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

# 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.