Vision Australia - Ashfield

Performance Report

224 Liverpool Road
ASHFIELD NSW 2131
Phone number: 1300 847 466

**Commission ID:** 201331

**Provider name:** Vision Australia Limited

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

**Date of Performance Report:** 27 April 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(d) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(d) | Compliant |
| Requirement 3(3)(f) | Compliant |
| Requirement 3(3)(g) | 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 visit, observations at the service, review of documents and interviews with staff, consumers/representatives and others

The approved provider did not submit a response to the Assessment Team’s report.

# 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 assessed Requirements (3)(a), (d) and (e) in this Standard and have recommended these Requirements as met. All other Requirements in this Standard were not assessed at this Assessment Contact. Therefore, an overall rating of the Standard has not been provided.

I have considered the Assessment Team’s findings and evidence and based on the Assessment Team’s report, I find Vision Australia Limited, in relation to Vision Australia - Ashfield, to be Compliant with Standard 2 Requirements (3)(a), (d) and (e).

In relation to Requirement (3)(a), the Assessment Team found consumer and representative feedback confirmed the service actively engages and consults with consumers to assess and plan care needs and services. Consumers consistently provided detailed examples of assessment and care planning processes undertaken to show consumer needs were being met. Management and staff interviewed were able to describe assessment and planning processes. Care planning documentation reviewed for sampled consumers confirmed appropriate assessment of care needs and care plans provided effective guidance for care delivery.

In relation to Requirement (3)(d), the Assessment Team found the service communicates with others involved in the consumer’s care, for example eye specialists and other service providers where the consumer is receiving care and services from other sources and this information is taken into account in responding the consumer’s needs, goals and preferences. Consumers are provided with a service agreement listing the services to be provided, which constitutes the care plan.

In relation to Requirement (3)(e), the Assessment Team found feedback from consumers to confirm their care needs and services to be reviewed and evaluated post service delivery. Staff described how they engage to consumer in a service review and evaluation process to ensure services delivered are suited to consumer needs.

### 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.*

### Requirement 2(3)(d) Compliant

*The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.*

### Requirement 2(3)(e) Compliant

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*

# 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 Requirements (3)(a), (b), (d), (f) and (g) in this Standard and have recommended these Requirements as met. All other Requirements in this Standard were not assessed at this Assessment Contact. Therefore, an overall rating of the Standard has not been provided.

I have considered the Assessment Team’s findings and evidence and based on the Assessment Team’s report, I find Vision Australia Limited, in relation to Vision Australia - Ashfield, to be Compliant with Standard 3 Requirements (3)(a), (b), (d), (f) and (g).

In relation to Requirement (3)(a), the Assessment Team found consumers are satisfied with the services and equipment received, including education or referral to other support agencies. Representatives confirmed the services and supports optimise their loved ones’ health and wellbeing.

In relation to Requirement (3)(b), the Assessment Team found the service has an incident reporting system in place to report any incidents or risks in regard to consumers and staff. Consumer files sampled identified risks in relation to their health and wellbeing are considered in respect of service delivery.

In relation to Requirement (3)(d), the Assessment Team found consumers and representatives are satisfied the service responds to changes in care needs. Consumer files sampled found reassessment of care needs occurring where there was identification of a change in consumer condition.

In relation Requirement (3)(f), the Assessment Team found consumers and representatives are satisfied with referrals to other organisations and individuals involved in their care and service delivery. Consumer files sampled showed referrals to My Aged Care where consumer care needs had changed.

Requirement (3)(g), the Assessment Team found the service has infection control processes in place to minimise risk of infections, including specific to COVID-19. Staff have undertaken appropriate infection control training.

### 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.*

### Requirement 3(3)(f) Compliant

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

### Requirement 3(3)(g) Compliant

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

# 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.