Waminda Hostel

Performance Report

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**Commission ID:** 7054

**Provider name:** SwanCare Group (Inc)

**Assessment Contact - Site date:** 8 January 2021

**Date of Performance Report:** 15 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)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(c) | 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; the Assessment Contact 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

The Assessment Team assessed Requirement (3)(b) in relation to Standard 3 Personal care and clinical care. All Requirements in this Standard were not assessed and therefore an overall rating of the Standard is not provided.

To understand if the service is effectively managing high impact and high prevalent risks associated with the consumer care and to ensure there are governance systems for responding to the consumers changing needs the Assessment Team spoke with the consumers, representatives, staff and reviewed care assessments and planning documentation.

The Assessment Team found overall consumers and their representatives sampled considered, when risks are identified, they are receiving effective management of their needs. The following comments were provided:

* care delivered is timely, safe and effective and the staff can identify deterioration and changes to their health and wellbeing.
* they have access to appropriate clinical and personal care specialist to manage their complex health needs.
* the staff consult and ask for input to manage risks associated with diabetes, pain, falls, skin, infections and emotional changes.

The Assessment Team had discussions with two representatives who raised dissatisfaction related to pain management and lack of engagement and consultation. On further discussions with Management and a review of the care planning documentation it was found the matters were either resolved and/or being effectively managed.

The Assessment Team sampled consumers' files to review the assessment, management and record keeping of high impact and high prevalent risks. High prevalence risks such as behaviour management, hydration, nutrition and weight management, prevention of falls and pressure injuries, wound management and minimising restrictive practice, were documented individually for each consumer, where relevant. To assist with the consumer's risk management the service engages, when required, with various specialised services and allied health professionals.

Staff could explain and identify the risks associated with each of the consumer sampled and advised the care strategies they use to minimise the risk. This aligns with the care plans sited, which are current, well documented and provides guidance to the staff delivering care to ensure the risk is managed and it meets the consumer's needs, goals and preferences.

The Assessment Team found the areas of high impact or high prevalence risks are identified and appropriate, and individualised strategies are implemented to meet the consumer needs.

### Assessment of Standard 3 Requirements

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

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

# 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

The Assessment Team assessed Requirement (3)(c) in relation to Standard 7 Human resources. All Requirements in this Standard were not assessed and therefore an overall rating of the Standard is not provided.

The Assessment Team spoke with consumers, staff and Management at the service to gain an understanding the service is engaging a workforce that has the skills, qualifications and knowledge to deliver the care and services that will optimises the consumers health and well-being in accordance with their needs.

Overall, consumers and their representatives sampled have confidence in the skills of the workforce engaged at the service, and they said there are sufficient staff to meet their care needs.

Management advised staff are recruited based on having the appropriate qualifications and/or experience for the role. Recruitment processes include minimum qualifications to fill the clinical, care, lifestyle and allied health roles.

The organisation has specific job descriptions for each role, providing the staff with a clear expectation on the core competency and capabilities to perform their role. Staff qualifications and professional registrations are monitored for compliance and staff are alerted of when renewal falls due.

Management have introduced Portfolio Managers (care and clinical) who provide oversight on care delivery, support the staff, provide feedback and identify training needs. The Portfolio Managers oversee the delivery of palliative care, continence, wound and infection management and weight and nutrition management.

There are processes to address complaints and matters concerning care delivery and if required staff are stood down from certain tasks until further training is provided and the Management Team are confident care can be delivered competently. In addition, feedback from consumers, representatives and staff on performance is used to inform further training needs.

The Assessment Team noted in addition to the mandatory training, Management also identifies training based on the consumer needs. For example, it was noted there was a higher number of consumer’s identified with memory loss and additional training was organised to increase the staff’s skills and knowledge in Dementia Management.

Staff are invited to complete an annual survey which is evaluated to identify trends in satisfaction with their role and advise where they would like to have further training to support and strengthen their competency in care delivery.

The Assessment Team found the service demonstrated the workforce is competent and have the qualifications and knowledge to effectively perform their roles and provide safe, respectful and quality care and services.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(c) Compliant

*The workforce is competent, and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

# 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.