War Veterans Home Myrtle Bank

Performance Report

55 - 59 Ferguson Avenue
MYRTLE BANK SA 5064
Phone number: 08 8379 2600

**Commission ID:** 6211

**Provider name:** RSL Care South Australia Incorporated

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

**Date of Performance Report:** 26 July 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(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 consumers/representatives, staff and management
* the provider did not respond to the Assessment Contact 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 Requirement (3)(a) in relation to Standard 2 Ongoing assessment and planning with consumers. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

## The Assessment Team have recommended Requirement (3)(a) in Standard 2 met. I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 2 Requirement (3)(a) and find the service Compliant with Requirement (3)(a). The reasons for the finding are detailed in the specific Requirement below.

## 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 Assessment Team found, overall, consumers sampled considered that they feel like partners in the ongoing assessment and planning of their care and services. While most consumers stated they were not interested in their care plans, they felt confident to speak with staff about their daily needs.

A range of clinical assessments are used to identify risks to consumers’ health and well-being and inform the delivery of safe and effective care and services. Care plans demonstrated risks related to falls, depression, pressure injuries and malnutrition had been identified and appropriate management strategies implemented. Vital information included individualised reporting parameters and management plans for health issues, such as diabetes and hypertension.

Care staff indicated they have access to care plans to inform them of consumer needs and stated any concerns they have in relation to the changing needs of consumers are escalated to clinical staff. The clinical team seek feedback from staff who provide consumer care as part of the care review process, with information gathered used to inform assessment and planning.

Based on the information detailed above, I find RSL Care South Australia Incorporated, in relation to War Veterans Home Myrtle Bank, Compliant with Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers.

# 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)(a) in relation to Standard 3 Personal care and clinical care. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

### The Assessment Team have recommended Requirement (3)(a) in Standard 3 met. I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 3 Requirement (3)(a) and find the service Compliant with Requirement (3)(a). The reasons for the finding are detailed in the specific Requirement below.

### 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, overall, consumers sampled considered that they receive personal care and clinical care that is safe and right for them and staff know how to meet their care needs. Consumers indicated staff showed familiarity with their personal care needs and supported them to remain as independent as possible. Additionally, consumers stated they receive regular Physiotherapy as part of their pain management regime.

Care files sampled included assessment of personal and clinical care needs, such as behaviour, falls, medication, nutrition and sleep and demonstrated a range of allied health specialists contribute to and inform consumer care and service needs. Consumers’ needs and preferences relating to pain, skin and use of psychotropic medications are identified and appropriate management and monitoring strategies implemented. There are processes to ensure care plans are regularly reviewed, including in response to incidents or changes in consumers’ health or well-being.

A range of policies and procedures are available to guide staff practice and specialist care services are accessed where additional support and expertise is required. Staff described assessment tools and referral processes and stated policies and procedures are available to them to guide best practice care.

Based on the information detailed above, I find RSL Care South Australia Incorporated, in relation to War Veterans Home Myrtle Bank, Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care.

# 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)(a) in relation to Standard 7 Human resources. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

The Assessment Team have recommended Requirement (3)(a) in Standard 7 met. I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 7 Requirement (3)(a) and find the service Compliant with Requirement (3)(a). The reasons for the finding are detailed in the specific Requirement below.

## 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.*

The Assessment Team found overall, consumers sampled considered that they get quality care and services when they need them and from people who are knowledgeable, capable and caring. One consumer indicated “staff are very prompt” at answering their call bell.

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. A new staffing mode has recently been implemented with staffing based on occupancy. Where occupancy exceeds the base staffing allocation, additional shifts are added. There are processes to manage staffing shortfalls; this had been impacted by the COVID-19 one site/one worker restrictions and, in response, additional care staff have been recruited. Documentation demonstrated casual and agency staff are used to address unplanned leave.

Most staff sampled indicated they have enough time to complete their duties. Where staff indicated issues with time constraints, these did not impact the care and services provided to consumers.

Call bell response times are monitored and analysed for trends on a monthly basis. Call bell reports for the three months preceding the Assessment Contact demonstrated a steady decrease in wait times recorded. Feedback data indicated minimal complaints had been received in relation to staffing and call bell response times.

Based on the information detailed above, I find RSL Care South Australia Incorporated, in relation to War Veterans Home Myrtle Bank, Compliant with Requirement (3)(a) in Standard 7 Human resources.

# 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.