Warrigal Care Goulburn

Performance Report

7 St Aubyn Road   
GOULBURN NSW 2580  
Phone number: 02 4823 0601

**Commission ID:** 2382

**Provider name:** Warrigal Care

**Assessment Contact - Site date:** 23 October 2020

**Date of Performance Report:** 21 December 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** | **Non-compliant** |
| Requirement 3(3)(a) | * Non-compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(b) | 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 performance 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 16 November 2020.

# STANDARD 3 NON-COMPLIANT 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

Overall, the Assessment Team found the organisation delivers safe and effective personal and clinical care. In general, care planning documents demonstrated consumers receive personal and clinical care that is tailored to their needs and optimises their health.

However, the service was unable to demonstrate that each consumer gets safe and effective clinical care.

The Quality Standard is assessed as non-compliant as one of the seven specific requirements have been assessed as non-compliant. A decision of Non-compliant in one or more requirements results in a decision of Non-compliant for the Quality Standard.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(a) Non-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.*

While the Assessment Team found that care planning documents demonstrated that most of the time consumers receive personal and clinical care that is tailored to their needs and optimises their health, it found that not all clinical care for the consumers sampled was consistent with best practice guidance.

The service was unable to demonstrate that chemical restraint was used as a last resort after non-pharmacological interventions were evaluated as not effective for two consumers. The service was unable to provide evidence that a consumer had been referred to specialist services for ongoing monitoring and recommendations to manage behaviour despite increasing episodes and advice that this would occur from his care plan. The service was unable to provide evidence that pressure area care reflects best practice guidance for a consumer including evidence of regular repositioning and the use of wound rulers to monitor healing of wounds.

In their response the approved provider submitted information and documentation to demonstrate the steps taken to address the matters raised. This included additional staff education, such as tool box talks in psychotropic medication (and chemical restraint) and behavioural management and review of its Skin Injury Prevention and Wound Care Management Policy and Procedure.

I acknowledge these improvements and the engagement of the approved provider with the issues. However I do not consider that this information demonstrates that at the time of the assessment contact the approved provider was compliant with this requirement. I consider that the service requires further time to demonstrate that these improvements are embedded and can be sustained.

I find this requirement is non-compliant.

# 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

Workforce interactions with consumers was found to be kind, caring and respectful. This was confirmed by consumer and representative feedback and observations by the Assessment Team. Overall consumers said they were satisfied with staff knowledge and qualifications and the care and services they were receiving.

One (1) of the five specific requirements of this Quality Standard (Standard) was assessed and I have found it to be compliant. However, as not all requirements were assessed an overall rating for the Quality Standard is not provided.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(b) Compliant

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

The Assessment Team said consumers and representatives confirmed that staff are kind, caring and respectful of consumer diversity. The Assessment Team observed staff interactions with consumers to be kind, caring and respectful.

Based on the information provided this requirement is compliant.

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

### Requirement 3(3)(a)

*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.*

* Ensure that each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, including but not limited to the use of chemical restraint, the management of behaviours and pressure area care.
* Monitor and review the effectiveness of improvements implemented.