Accreditation Decision

**Decision to re-accredit service following a site audit**

**Service and approved provider details**

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| --- | --- |
| **Name of service:** | Warrigal Care Queanbeyan |
| **RACS ID:** | 0552 |
| **Name of approved provider:** | Warrigal Care |
| **Address details:** | 111 Campbell Street QUEANBEYAN NSW 2620 |
| **Date of site audit:** | 03 December 2019 to 05 December 2019 |

**Summary of decision**

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| --- | --- | --- |
| **Decision made on:** | 12 December 2019 | |
| **Decision made by**: | Authorised delegate of the Aged Care Quality and Safety Commissioner (Commissioner) under section 76 of the *Aged Care Quality and Safety Commission Act 2018* to decide under section 41 of the Aged Care Quality and Safety Commission Rules 2018 (Rules) about the accreditation of a service. | |
| **Decision:** | To re-accredit the service under section 41 of the Rules. | |
| **Further period of accreditation:** | 03 December 2019 to 03 December 2022 | |
| **Assessment of performance with the Aged Care Quality Standards** | | |
| Standard 1 Consumer dignity and choice | | Met |
| Requirement 1(3)(a) | | Met |
| Requirement 1(3)(b) | | Met |
| Requirement 1(3)(c) | | Met |
| Requirement 1(3)(d) | | Met |
| Requirement 1(3)(e) | | Met |
| Requirement 1(3)(f) | | Met |
| Standard 2 Ongoing assessment and planning with consumers | | Met |
| Requirement 2(3)(a) | | Met |
| Requirement 2(3)(b) | | Met |
| Requirement 2(3)(c) | | Met |
| Requirement 2(3)(d) | | Met |
| Requirement 2(3)(e) | | Met |
| Standard 3 Personal care and clinical care | | Met |
| Requirement 3(3)(a) | | Met |
| Requirement 3(3)(b) | | Met |
| Requirement 3(3)(c) | | Met |
| Requirement 3(3)(d) | | Met |
| Requirement 3(3)(e) | | Met |
| Requirement 3(3)(f) | | Met |
| Requirement 3(3)(g) | | Met |
| Standard 4 Services and supports for daily living | | Met |
| Requirement 4(3)(a) | | Met |
| Requirement 4(3)(b) | | Met |
| Requirement 4(3)(c) | | Met |
| Requirement 4(3)(d) | | Met |
| Requirement 4(3)(e) | | Met |
| Requirement 4(3)(f) | | Met |
| Requirement 4(3)(g) | | Met |
| Standard 5 Organisation’s service environment | | Met |
| Requirement 5(3)(a) | | Met |
| Requirement 5(3)(b) | | Met |
| Requirement 5(3)(c) | | Met |
| Standard 6 Feedback and complaints | | Met |
| Requirement 6(3)(a) | | Met |
| Requirement 6(3)(b) | | Met |
| Requirement 6(3)(c) | | Met |
| Requirement 6(3)(d) | | Met |
| Standard 7 Human resources | | Met |
| Requirement 7(3)(a) | | Met |
| Requirement 7(3)(b) | | Met |
| Requirement 7(3)(c) | | Met |
| Requirement 7(3)(d) | | Met |
| Requirement 7(3)(e) | | Met |
| Standard 8 Organisational governance | | Met |
| Requirement 8(3)(a) | | Met |
| Requirement 8(3)(b) | | Met |
| Requirement 8(3)(c) | | Met |
| Requirement 8(3)(d) | | Met |
| Requirement 8(3)(e) | | Met |

**This decision is published on the Aged Care Quality and Safety Commission’s (Commission) website under section 48 of the Rules.**

## Introduction

**This is the report of an assessment of Warrigal Care Queanbeyan (the Service) conducted from 03 December 2019 to 05 December 2019.**

**This assessment was conducted for the purposes of assessing the provider’s performance in relation to the Service against the Aged Care Quality Standards (the Quality Standards) in accordance with the Aged Care Quality and Safety Commission Rules 2018.**

This report contains detailed findings about the performance assessment of the Service against each Quality Standard and the requirements within each Quality Standard. The Quality Standard and assessed requirements are rated as either Met or Not Met.

A Met rating for the Quality Standard means that all requirements of that Quality Standard have been assessed and rated as Met

A Not Met rating for the Quality Standard means that one or more requirements of that Quality Standard has been assessed and one or more of those requirements have been rated as Not Met.

There will be no rating of the Quality Standard if only some of the requirements have been assessed and those requirements have been rated as Met.

This Report is to be read in conjunction with the Quality Standards.

## Assessment Details

The assessment was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

The following interviews were undertaken:

| **Type** | **Number** |
| --- | --- |
| Assistant General Manager | 1 |
| Chef | 1 |
| Chief Executive Officer | 1 |
| Cleaning and laundry staff | 2 |
| Clinical Auditor | 1 |
| Community and Wellness Facilitator | 1 |
| Companions | 6 |
| Consumers | 6 |
| Continuous Improvement and Audit Co-ordinator | 1 |
| Customer Relations Consultants | 2 |
| Executive Leader Strategic Innovation | 1 |
| General Manager | 1 |
| Maintenance staff | 2 |
| Registered Nurse | 2 |
| Representatives | 4 |
| Team Leader Community Wellbeing | 1 |

## Detailed findings

This section covers information about the assessment of the provider’s performance, in relation to the service, against each of the requirements of the Quality Standards that were assessed.

### Standard 1: Consumer dignity and choice Met

#### 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:

2. The organisation:

(a) has a culture of inclusion and respect for consumers; and

(b) supports consumers to exercise choice and independence; and

(c) respects consumers’ privacy.

#### Summary of Assessment of Standard 1:

Consumer outcome

Overall, all sampled consumers did confirm that they are treated with dignity and respect, can maintain their identity, make informed choices about their care and services and live the life they choose.

For example:

* The service opened on 2 December 2019 and the performance assessment began on 3 December 2019. New consumers began arriving at the service during the performance assessment. The Assessment Team interviewed all six consumers who were available during the performance assessment. Due to the number of consumers at the service, the Assessment Team was limited in the information it was able to gather regarding their care.
* All consumers at the service confirmed they are treated with respect and kindness upon arrival at the service and during their transfer to their rooms. They said staff know what is important to them and their personal privacy is respected.
* One representative said staff were “wonderful” in their approach when they arrived at the service.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers, asking them about their care, reviewing their care planning documentation, and testing staff understanding and application of the requirements under this Standard. The Assessment Team also examined relevant documentation and drew relevant information from consumer interviews and the assessment of other Standards.

* Staff interviews and care planning documents reviewed were consistent in their information. For example, staff explained they discuss consumers preferences during their entry to the service to ensure information in the care plans is current and relevant.
* Review of the planning documentation concurs with the information used in the examples provided by staff and the interviews with consumers.

The Assessment Team found that six of six specific requirements were met.

#### Requirements:

##### Standard 1 Requirement 3(a) Met

The organisation demonstrates that each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

##### Standard 1 Requirement 3(b) Met

The organisation demonstrates that care and services are culturally safe.

##### Standard 1 Requirement 3(c) Met

The organisation demonstrates that each consumer is supported to exercise choice and independence, including to:

(i) make decisions about their own care and the way care and services are delivered; and

(ii) make decisions about when family, friends, carers or others should be involved in their care; and

(iii) communicate their decisions; and

(iv) make connections with others and maintain relationships of choice, including intimate relationships.

##### Standard 1 Requirement 3(d) Met

The organisation demonstrates that each consumer is supported to take risks to enable them to live the best life they can.

##### Standard 1 Requirement 3(e) Met

The organisation demonstrates that information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.

##### Standard 1 Requirement 3(f) Met

The organisation demonstrates that each consumer’s privacy is respected and personal information is kept confidential.

### Standard 2: Ongoing assessment and planning with consumers Met

#### Consumer outcome:

1. 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:

2. 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.

#### Summary of Assessment of Standard 2:

Consumer outcome

Overall consumers confirmed that they feel they have been consulted in the ongoing assessment and planning of their care and services.

For example:

* The Assessment Team had limited time with consumers as the majority of new consumers arrived on the afternoon of the final day of the performance assessment. There was therefore limited time to discuss whether the consumers felt they partnered in the assessment and planning of their care and services. However, the Assessment Team did observe discussions between consumers and staff regarding care and services.
* One consumer said she was quite excited for a “new beginning…at my age” and stated staff had provided her with information which shows she will receive appropriate care at the service.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – reviewing the available care planning documents, asking consumers about how they are involved in care planning, and interviewing staff about how they use care planning documents.

* The service demonstrated that the consumer’s needs, goals and preferences are considered in care planning and service delivery to optimise individual outcomes.
* Care planning and assessments are conducted by appropriately skilled staff in consultation with the consumer and representatives. The service documents care plans and services delivered for each consumer.

The Assessment Team found that five of the five specific requirements were met.

#### Requirements:

##### Standard 2 Requirement 3(a) Met

The organisation demonstrates that 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 2 Requirement 3(b) Met

The organisation demonstrates that assessment and planning identifies and addresses the consumer’s current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.

##### Standard 2 Requirement 3(c) Met

The organisation demonstrates that assessment and planning:

(i) is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and

(ii) includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.

##### Standard 2 Requirement 3(d) Met

The organisation demonstrates that 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.

##### Standard 2 Requirement 3(e) Met

The organisation demonstrates that 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 Met

#### 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:

2. 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

#### Summary of Assessment of Standard 3:

Consumer outcome

Overall consumers did consider that they receive personal care and clinical care that is safe and right for them.

For example:

* The Assessment Team had limited time with consumers as the majority of new consumers arrived on the afternoon of the final day of the performance assessment. There was therefore limited time to discuss whether the consumers receive personal and clinical care that is safe and right for them.
* Consumers confirmed they have been consulted regarding access to medical and allied health services to ensure their care needs are met.
* Consumers and representatives are satisfied their care needs are met and is provided in a caring, competent and safe manner.

To understand the consumer’s experience and how the organisation understands and applies the requirements with this Standard, the Assessment Team sampled the experience of consumers – their care plans and assessments were reviewed, and staff were asked about how they ensure the delivery of safe and effective care for consumers. The Assessment Team also examined relevant documents.

* The service has systems in place that ensure assessment and planning provides safe, effective and consumer focused care.
* Areas of concern for consumers have also been identified and the service has employed evidence-based strategies to guide practice and to minimise these risks.
* Care delivery and consumer outcomes are monitored, evaluated and reviewed.

The Assessment Team found that seven of seven specific requirements were met.

#### Requirements:

##### Standard 3 Requirement 3(a) Met

The organisation demonstrates that each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:

(i) is best practice and

(ii) is tailored to their needs and

(iii) optimises their health and well-being.

##### Standard 3 Requirement 3(b) Met

The organisation demonstrates that effective management of high impact or high prevalence risks associated with the care of each consumer.

##### Standard 3 Requirement 3(c) Met

The organisation demonstrates that the needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.

##### Standard 3 Requirement 3(d) Met

The organisation demonstrates that 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 3 Requirement 3(e) Met

The organisation demonstrates that information about the consumer’s condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.

##### Standard 3 Requirement 3(f) Met

The organisation demonstrates that timely and appropriate referrals to individuals, other organisations and providers of other care and services.

##### Standard 3 Requirement 3(g) Met

The organisation demonstrates that minimisation of infection related risks through implementing:

(i) standard and transmission based precautions to prevent and control infection; and

(ii) practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.

### Standard 4: Services and supports for daily living Met

#### 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:

2. 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.

#### Summary of Assessment of Standard 4:

Consumer outcome

Overall consumers confirmed they get the services and supports for daily living that are important for their health and well-being, that enables them to do the things they want to do.

For example:

* The service opened on 2 December 2019 and the performance assessment began on 3 December 2019. New consumers began arriving at the service during the performance assessment. The Assessment Team interviewed all six consumers who were available during the performance assessment. Due to the number of consumers at the service, the Assessment Team was limited in the information it was able to gather regarding the support consumers receive to do the things they like to do.
* Representatives said they have access to come in to see the consumer any time they wish.
* All consumers said they liked the food at the service.
* All consumers said they liked their living environment with one saying she felt like a “queen”.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers. Observations were made, consumers were asked about the things they like to do and how these things are enabled or supported by the service. Staff were asked about their understanding and application of the requirements. The team also examined relevant documents.

* The service has systems in place to ensure consumers’ lifestyle supports are effective. The Assessment Team was not able to assess this requirement in practice as the consumers have not been at the service for sufficient time to provide feedback on the lifestyle program.
* Consumers confirmed they had been consulted on activities they would like to participate in. Consumers have been provided with information regarding what activities are available at the service.

The Assessment Team found that seven of seven specific requirements were met.

#### Requirements:

##### Standard 4 Requirement 3(a) Met

The organisation demonstrates that each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.

##### Standard 4 Requirement 3(b) Met

The organisation demonstrates that services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.

##### Standard 4 Requirement 3(c) Met

The organisation demonstrates that services and supports for daily living assist each consumer to:

(i) participate in their community within and outside the organisation’s service environment; and

(ii) have social and personal relationships; and

(iii) do the things of interest to them.

##### Standard 4 Requirement 3(d) Met

The organisation demonstrates that information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

##### Standard 4 Requirement 3(e) Met

The organisation demonstrates that timely and appropriate referrals to individuals, other organisations and providers of other care and services.

##### Standard 4 Requirement 3(f) Met

The organisation demonstrates that where meals are provided, they are varied and of suitable quality and quantity.

##### Standard 4 Requirement 3(g) Met

The organisation demonstrates that where equipment is provided, it is safe, suitable, clean and well maintained.

### Standard 5: Organisation’s service environment Met

#### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

#### Organisation statement:

2. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

#### Summary of Assessment of Standard 5:

Consumer outcome

Overall, consumers indicated they feel welcomed into the service and feel safe and comfortable in the service environment.

For example:

* The service opened on 2 December 2019 and the performance assessment began on 3 December 2019. New consumers began arriving at the service during the performance assessment. The Assessment Team interviewed all six consumers who were available during the performance assessment. Due to the number of consumers at the service, the Assessment Team was limited in the information it was able to gather regarding the support consumers received in settling into their new home.
* Consumers were able to confirm they felt welcomed by staff as they arrived and were happy with the rooms they had been allocated.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team observed the service environment, spoke with consumers about their experience of the service environment and interviewed care staff about the suitability and safety of equipment. The Assessment Team also examined relevant documents.

* The service has a new building displaying all the comfort and accessibility required to accommodate and optimise consumers sense of belonging, independence, interaction and function.
* All equipment was functional and appropriate to the level of care identified for consumers.
* Living spaces were spacious, clean, suitable and welcoming.

The Assessment Team found that three of three specific requirements were met.

#### Requirements:

##### Standard 5 Requirement 3(a) Met

The organisation demonstrates that the service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.

##### Standard 5 Requirement 3(b) Met

The organisation demonstrates that the service environment:

(i) is safe, clean, well maintained and comfortable; and

(ii) enables consumers to move freely, both indoors and outdoors.

##### Standard 5 Requirement 3(c) Met

The organisation demonstrates that furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

### Standard 6: Feedback and complaints Met

#### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

#### Organisation statement:

2. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

#### Summary of Assessment of Standard 6:

Consumer outcome

As consumers had only recently arrived at the service none of the consumers or their representatives expressed any concerns and felt if they had any concerns that these would be managed, and appropriate action taken.

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team asked consumers how they would raise complaints. The Assessment Team also tested staff understanding and application of the requirements under this Standard.

* The organisation has systems in place to ensure that consumers are provided with information to assist them to raise concerns or feedback including to external organisations.
* Information on advocacy services is made available to assist consumers seek external advice and assistance if required. The organisation is also able to access the telephone interpreting service to assist in communication with consumers who come from a culturally and linguistically diverse background.
* The organisation has clear lines of communication which includes the ongoing monitoring of complaints and the use of any trends regarding complaints to review and improve services.

The Assessment Team found that four of the four specific requirements were met.

#### Requirements:

##### Standard 6 Requirement 3(a) Met

The organisation demonstrates that consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

##### Standard 6 Requirement 3(b) Met

The organisation demonstrates that consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

##### Standard 6 Requirement 3(c) Met

The organisation demonstrates that appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

##### Standard 6 Requirement 3(d) Met

The organisation demonstrates that feedback and complaints are reviewed and used to improve the quality of care and services.

### Standard 7: Human resources Met

#### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

#### Organisation statement:

2. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

#### Summary of Assessment of Standard 7:

Consumer outcome

The service has recently reopened, and the organisation is managing the gradual entry of consumers to the service. At the time of the performance assessment there were only a few consumers who had recently arrived at the service. Feedback from the consumers indicated that they were currently satisfied with the care and services they were receiving and felt that staff were capable, kind and caring.

To understand the consumer’s experience and how the organisation understands and applies the individual requirements within this Standard, the Assessment Team spoke with consumers, interviewed staff and reviewed a range of records including training records and the roster.

* To ensure there are adequate staffing levels as new consumers entered the service the organisation decided to fully staff the first section of the service where new consumers are to be accommodated.
* Staff confirmed that they have received detailed training on a variety of topics to ensure they have appropriate skills to provide care and social assistance to the consumers.
* The management team advised that staff have access to an on-line education program and face to face education will also be provided to ensure staff maintain and develop their knowledge.
* The management team advised the service has not yet been open long enough for staff to have had any form of appraisal. However, this will be conducted following the end of the probation period for staff.

The Assessment Team found that five of the five specific requirements were met.

#### Requirements:

##### Standard 7 Requirement 3(a) Met

The organisation demonstrates that 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.

##### Standard 7 Requirement 3(b) Met

The organisation demonstrates that workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.

##### Standard 7 Requirement 3(c) Met

The organisation demonstrates that the workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.

##### Standard 7 Requirement 3(d) Met

The organisation demonstrates that the workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.

##### Standard 7 Requirement 3(e) Met

The organisation demonstrates that regular assessment, monitoring and review of the performance of each member of the workforce.

### Standard 8: Organisational governance Met

#### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

#### Organisation statement:

2. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

#### Summary of Assessment of Standard 8:

Consumer outcome

Consumers have only recently begun to enter the service and were unable to say whether the service was well run.

To understand how the organisation understands and applies the requirements within this Standard, the Assessment Team spoke with management and staff. The Assessment Team reviewed relevant systems and process relating to organisational governance, underpinning the delivery of care and services (as assessed through other Standards).

* The organisation has systems in place to monitor the performance of services within the group which includes participating in benchmarking audits as well as their own internal audit program. This includes ensuring services maintain compliance with relevant legislation as well as complying with reporting requirements to government bodies regarding compulsory reporting and clinical data.

The Assessment Team found that five of five specific requirements were met.

#### Requirements:

##### Standard 8 Requirement 3(a) Met

The organisation demonstrates that consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

##### Standard 8 Requirement 3(b) Met

The organisation demonstrates that the organisation’s governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

##### Standard 8 Requirement 3(c) Met

The organisation demonstrates that effective organisation wide governance systems relating to the following:

(i) information management

(ii) continuous improvement

(iii) financial governance

(iv) workforce governance, including the assignment of clear responsibilities and accountabilities

(v) regulatory compliance

(vi) feedback and complaints

##### Standard 8 Requirement 3(d) Met

The organisation demonstrates that effective risk management systems and practices, including but not limited to the following:

(i) managing high-impact or high-prevalence risks associated with the care of consumers

(ii) identifying and responding to abuse and neglect of consumers

(iii) supporting consumers to live the best life they can

##### Standard 8 Requirement 3(e) Met

The organisation demonstrates that where clinical care is provided - a clinical governance framework, including but not limited to the following:

(i) antimicrobial stewardship

(ii) minimising the use of restraint

(iii) open disclosure.