Accreditation Decision and Report

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

**Service and approved provider details**

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| --- | --- |
| **Name of service:** | Warrina Village Hostel |
| **RACS ID:** | 0040 |
| **Name of approved provider:** | Anglican Community Services |
| **Address details:** | 17 Hilliard Drive CASTLE HILL NSW 2154 |
| **Date of site audit:** | 30 July 2019 to 02 August 2019 |

**Summary of decision**

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| **Decision made on:** | 03 September 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:** | 06 October 2019 to 06 October 2022 | |
| **Assessment of performance with the Aged Care Quality Standards** | | |
| Standard 1 Consumer dignity and choice | | Met |
| Standard 2 Ongoing assessment and planning with consumers | | Met |
| Standard 3 Personal care and clinical care | | Met |
| Standard 4 Services and supports for daily living | | Met |
| Standard 5 Organisation’s service environment | | Met |
| Standard 6 Feedback and complaints | | Met |
| Standard 7 Human resources | | Met |
| Standard 8 Organisational governance | | 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 Warrina Village Hostel (the Organisation) conducted from 30 July 2019 to 02 August 2019.**

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

This report details the findings of this performance assessment and contains a detailed report about the performance of the Organisation against each Quality Standard assessed and the requirements within each Quality Standard assessed rated as either, Met or Not Met.

For a ‘Not met’ finding, the Assessment Team has provided information about why the requirement was Not 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 organisation, review of documents and interviews with staff, consumers/representatives and others.

The following interviews were undertaken:

| **Type** | **Number** |
| --- | --- |
| Consumers | 22 |
| Consumer representatives | 6 |
| Management | 2 |
| Clinical staff | 4 |
| Care staff | 6 |
| Hospitality and environmental organisations staff | 5 |
| Lifestyle staff including pastoral care | 4 |
| Education | 2 |
| Physiotherapist | 2 |
| Other | 2 |

## Detailed findings

This section covers information about the assessment of the provider’s performance, in relation to the organisation, 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 organisations, and live the life I choose.

#### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

#### Summary of Assessment of Standard 1:

The Assessment Team found that the organisation has met all six requirements under standard 1.

Consumer experience interviews show that 100% of consumers confirmed staff treat them with respect either some of the time or always. The organisation uses regular consumer and representative satisfaction surveys and an anonymous feedback and complaints mechanism to ensure consumers and their representatives are satisfied that staff treat them with respect and support them to maintain their identify and live the life they choose.

The organisation demonstrated that consumers are treated with dignity and respect, and that the organisation actively promotes a culture of inclusion through their Rhythm of Life (ROL) model and philosophy of care. Staff were observed to interact with consumers respectfully and could easily identify individual consumer preferences and interests. Consumers interviewed were able to provide examples of how their social connections are supported both inside and outside the organisation. The ROL model and philosophy of care promotes personalised care; rather than the consumer fitting into the organisation’s routine, each consumer maintains their own routine, independence and choice of how they would like to live every day. The organisation provides regular education to the work force to ensure the model of care is effectively implemented to enrich consumers’ quality of life. It also promotes a wide range of activities for consumers with diverse background and preferences.

Staff were able to provide meaningful examples of how they support consumers make choices and had sound understanding of the informed consent process. Consumers were able to provide examples of how staff have supported them in making decisions about their life. The organisation was able to provide examples of how they had supported consumers making decisions that involved risk elements and then implement strategies to mitigate further risks.

Consumers report that care and services, including personal care, are undertaken in a way that respects their privacy. The organisation recently implemented privacy signage for consumers, which was observed to be in use; consumers provided positive feedback in relation to this initiative. Staff provided examples of how they maintain the privacy of consumers such as using privacy signs, knocking prior to entering rooms, etc. The organisation also demonstrated how information technology and filing systems support the protection of confidential information including consumer information, consistent with documented policies and procedures.

#### 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 organisations are culturally safe.

Standard 1 Requirement 3(c) Met

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

1. make decisions about their own care and the way care and organisations are delivered; and
2. make decisions about when family, friends, carers or others should be involved in their care; and
3. communicate their decisions; and
4. 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 organisations I need for my health and well-being.

#### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and organisations 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:

The Assessment Team found that the organisation has meet all five requirements under Standard 2.

Of consumers randomly sampled, 100% confirmed staff meet their health care needs either always or most of the time. Consumers and their representatives confirmed regular contact and care conferences have helped ensure consumers get the care and services they need. Some consumers were unable to recall whether they had formally been involved in the care planning process however mentioned their care needs had not changed and they were receiving the correct care. Consumers reported staff and management listen to their preferences and ensure they work towards meeting their needs. Consumers also confirmed they have access to other professionals such as general practitioners, physiotherapists, dentists etc and referrals occur promptly when required to ensure they get the right care and services to meet their needs. Staff could describe how consumers and the multidisciplinary team work together to deliver a tailored care and service plan and monitor and review the plan routinely and as required.

Consumers reported that when a change in their care or condition occurs, staff promptly consult them and their representatives and as a result their care and service plan is updated to better meet their needs. Care and service plans were reviewed by the Assessment Team and all had been regularly reviewed; there is a tracking system in place to ensure care plans are not overdue. Staff demonstrated an understanding of adverse incidents or near-miss events and how these were identified, documented and reviewed to inform continuous improvement.

The organisation commences discussions about end of life care on admission and provide an advanced care directive form as well as a booklet to explain what advanced care planning and end of life care is and what to expect. The organisation is in the process of following up the advanced care directives of all care recipients as some have not returned their forms. All advanced care documentation is kept centrally in a folder for all staff to easily access; this information is also included in individual consumers’ care plans.

#### 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 organisations.

##### **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:

1. 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 organisations; and
2. includes other organisations, and individuals and providers of other care and organisations, 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 organisations plan that is readily available to the consumer, and where care and organisations are provided.

Standard 2 Requirement 3(e) Met

The organisation demonstrates that care and organisations 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:

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.

#### Summary of Assessment of Standard 3:

The Assessment Team found the organisation has met all seven requirements under Standard 3.

Each of the twenty two (22) consumers and five (5) representatives interviewed expressed overall satisfaction with the consultation process and delivery of personal and clinical care. The organisation has processes in place to ensure safe and effective personal and clinical care is provided in accordance with the consumer’s needs, goals and preferences to optimise health and well-being. This includes but is not limited to medication management, pain management, palliative care, nutrition, continence management, skin care, wound care, falls prevention/management, dementia awareness and behaviour management.

Registered nurses are on-site 24 hours a day, seven days a week to assess and oversee care requirements. Staff liaise with the consumer's medical officers and the consumer and/or their representatives, to identify care needs and ensure care is supported and delivered in accordance with consumer’s needs. Specialists, medical officers and allied health such as podiatry, optometry, audiology, dentists, wound care providers, palliative care and mental health specialists are accessed as required and on request of consumers and/or their representatives. There are processes to support storage, administration and disposal of medications safely including processes to ensure that consumer’s medications are reviewed, and medication orders are current. A medication advisory committee provides advice on the organisation's medication management system and a pharmacist regularly conducts medication reviews for individual consumers. Non pharmacological strategies are used to assist consumers to maintain their comfort levels. These include massage, repositioning, hot packs, exercise equipment, aromatherapy and relaxation music. The organisation monitors clinical data including data required by the Department of Health’s National Aged Care Quality Indicator Program.

Staff were observed to ask consumers about preferences on personal and clinical care interventions including whether the consumer is ready for personal care and notifying of upcoming medical and allied health visits should a consumer require a review.

Staff said they have sufficient time to provide personal and clinical care and understand consumers personal and clinical care needs and preferences in relation to delivery of care.

#### 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:

1. is best practice; and
2. is tailored to their needs; and
3. optimises their health and well-being.

Standard 3 Requirement 3(b) Met

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

Standard 3 Requirement 3(g) Met

The organisation demonstrates 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.

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

#### Consumer outcome:

1. I get the organisations 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:

1. The organisation provides safe and effective organisations and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

#### Summary of Assessment of Standard 4:

The Assessment Team found the organisation has met all seven requirements under Standard 4.

Each of the twenty two (22) consumers and five (5) representatives interviewed expressed overall satisfaction with the way consumers are assisted to adjust to life at the organisation and with the supports for daily living provided that are important for their health and well-being including assistance to enable consumers to do the things they want to do.

This is achieved by consultation with consumers and their representatives to identify goals and needs to support daily living, staying active, maintain independence and assisting consumers to do things for themselves, supporting emotional and spiritual well-being, staying connected within and outside of the the home, continuing and maintaining personal relationships, doing things of interest for each consumer, enjoying meals and food options, and, ensuring needs and preferences are communicated to others with caring responsibilities are in place and that any equipment used to provide care and services are suitable, safe and well maintained. Consumers and representatives provided multiple examples of being supported to make choices and participate in things of interest to them. This included food and dining options, accessing activities both within and outside of the service, maintaining and developing new friendships, emotional and spiritual support provided and being supported to do things for themselves.

During the unannounced site audit consumers were observed to participate in group and individual activities of their choosing, enjoy the company of other consumers and visitors, going out and participating in open dining options and eating in their rooms. Consumers said they are provided with information in writing and verbally by staff and through announcements on activities offered in and outside of the organisation, menu options available, spiritual and emotional supports. Information on rights and responsibilities is displayed in the organisation and individualised preferences were sighted in care documentation.

#### Requirements:

Standard 4 Requirement 3(a) Met

The organisation demonstrates that each consumer gets safe and effective organisations 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 organisations 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 organisations and supports for daily living assist each consumer to:

1. participate in their community within and outside the organisation’s organisation environment; and
2. have social and personal relationships; and
3. 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 timely and appropriate referrals to individuals, other organisations and providers of other care and organisations.

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 organisation environment Met

#### Consumer outcome:

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

#### Organisation statement:

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

#### Summary of Assessment of Standard 5:

The Assessment Team found that the organisation has meet all three requirements under Standard 5.

The service was observed to be welcoming, clean and maintained. Consumers’ rooms were observed to be decorated with memorabilia, photographs and other personal items. The layout of the service enables consumers to move around freely, with suitable furniture, fittings and signage to help consumers navigate the service. The service is currently in the process of creating more quiet sitting areas for consumers. The service also uses wayfinding signage that uses Montessori principles. Consumers have ready access to tidy outdoor areas with gardens, benches and communal areas; one of the consumers contributes to the maintenance of the garden as they are quite skilled. There are also paths and handrails that enable free movement around the area.

Consumers did not raise any concerns about the service environment, furnishings or equipment. They confirmed the service is always clean, there are plenty of spaces to go other than their room if they wanted some private time, they were able to choose how they personalised their bedrooms and that they felt comfortable they could offer feedback at any time. They all confirmed there is nothing they would change in relation to the service environment.

Policies and procedures described systems for purchase, servicing and maintenance of furnishing and equipment and how environmental related risks to consumers were identified and managed. Staff interviewed demonstrated an understanding of these systems and processes. Interviews with staff indicate cleaning, maintenance and laundry services are delivered appropriately. The service environment is an agenda item that is discussed during weekly management meetings. It is also discussed during resident/ relative meetings to ensure as much feedback is gathered as possible to work towards continuous improvement.

#### Requirements:

Standard 5 Requirement 3(a) Met

The organisation demonstrates that the organisation 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 organisation environment:

1. is safe, clean, well maintained and comfortable; and
2. 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:

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

#### Summary of Assessment of Standard 6:

The Assessment Team found the organisation met all four requirements under Standard 6.

The organisation demonstrated that consumers know how to give feedback and make complaints and feel safe and comfortable doing so. Consumers and their representatives have access to advocates, language services and other methods for raising and resolving complaints. Management and staff demonstrated that appropriate action is taken to resolve complaints with a commitment to open disclosure when things go wrong. Feedback and complaints are reviewed, analysed for trends and used to improve the quality of care and organisations. Consumers and their representatives consistently said that they are encouraged and supported to give feedback and that they are engaged in processes to address their feedback. Consumers and representatives said that the organisation takes appropriate action to resolve complaints.

#### 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 organisations 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 organisations.

### Standard 7: Human resources Met

#### Consumer outcome:

1. I get quality care and organisations 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 organisations.

#### Summary of Assessment of Standard 7:

The Assessment Team found the organisation met all five requirements under Standard 7.

The organisation demonstrated that the service has a workforce that is sufficient and is skilled and qualified to provide safe, respectful and quality care and services. Workforce planning processes are in place to ensure that the service always maintains optimal numbers and mix of staff. The Assessment Team observed that staff interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity. Consumers confirmed that staff treat them with respect, are kind and caring and gave numerous examples of what this meant to them. The service demonstrated that the workforce is recruited to specific roles, trained and equipped to undertake these roles and supported to deliver the best possible outcomes for consumers. The service demonstrated that the workforce is competent, suitably qualified and supported with initial and ongoing training to effectively perform their roles. The skills and capabilities of each member of the workforce is regularly assessed, monitored and reviewed. Consumers and representatives said that staff are well trained and know what they are doing.

#### 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 organisations.

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 is undertaken.

### 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 organisations.

#### Organisation statement:

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

#### Summary of Assessment of Standard 8:

The Assessment Team found the organisation met all five requirements under Standard 8.

The organisation demonstrated that it involves consumers in the development, delivery and evaluation of care and services providing examples of how consumers are involved in the design of services and engaged in choice and decision making. Consumers confirmed that they are involved in care planning, delivery and evaluation, providing examples of how this occurs in practice day to day. The service is supported by an effective organisational governance framework which promotes a culture of safe, inclusive and quality care and services and sets clear expectations for accountability for delivery of care and services. There are organisation wide governance systems to support effective information management, workforce management, clinical care and regulatory compliance. The organisation has effective risk management systems and practices which support consumers to live the best life they can. The clinical governance framework addresses antimicrobial stewardship, open disclosure and minimising the use of restraint. Staff interviewed understood these concepts and could explain how they are applied in practice. Feedback from consumers and their representatives about the organisation and management of the service was consistently positive.

#### Requirements:

Standard 8 Requirement 3(a) Met

The organisation demonstrates that consumers are engaged in the development, delivery and evaluation of care and organisations 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 organisations and is accountable for their delivery.

Standard 8 Requirement 3(c) Met

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

1. information management;
2. continuous improvement;
3. financial governance;
4. workforce governance, including the assignment of clear responsibilities and accountabilities;
5. regulatory compliance;
6. feedback and complaints.

Standard 8 Requirement 3(d) Met

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

1. managing high impact or high prevalence risks associated with the care of consumers;
2. identifying and responding to abuse and neglect of consumers;
3. 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:

1. antimicrobial stewardship;
2. minimising the use of restraint;
3. open disclosure.