Wesley House Aged Care Facility

Performance Report

324 Military Road   
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**Commission ID:** 6072

**Provider name:** UnitingSA Ltd

**Assessment Contact - Site date:** 3 August 2021

**Date of Performance Report:** 14 September 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(d) | Compliant |
| **Standard 4 Services and supports for daily living** |  |
| Requirement 4(3)(f) | 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 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.

# 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 Requirements (3)(b) and (3)(d) as part of the Assessment Contact. 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 Requirements (3)(b) and (3)(d) in Standard 3 met. I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find UnitingSA Ltd, in relation to Wesley House Aged Care Facility, Compliant with Requirements (3)(b) and (3)(d) in Standard 3 Personal care and clinical care. I have provided reasons for my finding in the specific Requirements below.

### 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.*

The Assessment Team found the service was able to demonstrate effective management of high impact or high prevalence risks. Validated risk assessment tools are used to identify consumer risks, including in relation to falls, skin and nutrition and hydration. Information gathered through assessment processes is used to develop individualised care plans which include strategies to minimise consumers’ identified risks. There are processes to ensure these are regularly reviewed.

Consumer files sampled demonstrated appropriate management of high impact or high prevalence risks, including in relation to falls, skin integrity and wounds, pain, restrictive practices, medication, behaviours, weight loss, diabetes and choking. Clinical and care staff were familiar with strategies to manage identified risks for sampled consumers. Additionally, clinical and care staff confirmed new, emerging and existing high impact or high prevalence risks are highlighted through handover and meeting forums.

Monitoring and review processes, including scheduled audits and progress note reviews ensure consumers’ clinical care and personal care risks are identified, monitored and effectively managed.

For the reasons detailed above, I find UnitingSA Ltd, in relation to Wesley House Aged Care Facility, Compliant with Requirement (3)(b) in Standard 3 Clinical care and personal care.

### Requirement 3(3)(d) Compliant

*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.*

### Consumers sampled were satisfied appropriate and prompt action is taken in response to deterioration in health and recalled assessments, observations and medical reviews being initiated in response to their changing needs. Representatives confirmed they are informed of changes in consumers’ care needs in a timely manner.

### A sample of consumer care files demonstrated changes in consumers’ health, cognitive or physical function, capacity or condition are recognised and responded to in a timely manner. Actions implemented included additional monitoring, assessments and referrals to Medical officers and/or allied health specialists in response to weight loss, pain management and risk of choking.

### Clinical and care staff were familiar with sampled consumers’ care needs and described actions they had taken in response to changes in consumers’ health and well-being. These actions included alerting clinical staff for review. Staff are informed of changes to consumers’ condition and care needs though handover processes and alerts through the electronic care system.

For the reasons detailed above, I find UnitingSA Ltd, in relation to Wesley House Aged Care Facility, Compliant with Requirement (3)(d) in Standard 3 Clinical care and personal care.

# STANDARD 4 Services and support for daily living

### 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:

1. 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.

## Assessment of Standard 4

The Assessment Team assessed Requirement (3)(f) as part of the Assessment Contact. 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)(f) in Standard 4 met. I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find UnitingSA Ltd, in relation to Wesley House Aged Care Facility, Compliant with Requirement (3)(f) in Standard 4 Services and supports for daily living. I have provided reasons for my finding in the specific Requirement below.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(f) Compliant

*Where meals are provided, they are varied and of suitable quality and quantity.*

The Assessment Team found overall, consumers sampled were generally satisfied with the meals provided. Two consumers indicated they do not always like the food as it is not like the food they cooked at home and another consumer indicated meals are not always to their preferences, although they enjoy the soup which they have regularly.

Consumers’ nutrition and hydration preferences, equipment, cultural considerations and allergies are identified on entry. There are processes to ensure this information is communicated to all staff, such as hospitality staff, including where changes to consumers’ dietary needs occur.

There is a four week rotating menu in place which is designed to accommodate consumers’ cultural, religious and dietary needs. Consumers are consulted daily in relation to food choices. Consumers are able to provide feedback on the menu and meals provided through feedback processes, meeting forums and surveys. Documentation sampled demonstrated where complaints relating to food are received, hospitality staff work closely with the complainant to resolve the issues.

Regular food and dining experience satisfactions surveys are conducted with consumers with feedback provided used to improve the food and/or dining experience. A recently completed survey indicated 40 per cent of consumers were always or most of the time satisfied with food and the dining experience and 15 per cent were satisfied some of the time.

### For the reasons detailed above, I find UnitingSA Ltd, in relation to Wesley House Aged Care Facility, Compliant with Requirement (3)(f) in Standard 4 Services and supports for daily living.

# 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) as part of the Assessment Contact. 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 and based on this information, I find UnitingSA Ltd, in relation to Wesley House Aged Care Facility, Compliant with Requirement (3)(a) in Standard 7 Human resources. I have provided reasons for my finding 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. Most consumers indicated there are enough staff to meet their care needs, however, three staff stated they need to wait for staff assistance at times.

### 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. There are processes to adjust workforce numbers, including in response to consumer acuity. Staffing shortfalls are managed through the service’s regular or casual staff or agency staff.

### Staff indicated they have enough time to complete their work and they work as a team. Staff are able to provide feedback on the staffing model and levels, including through feedback processes, meeting forums and one-on-one discussions with management.

### Call bell response times are monitored on a monthly basis by each area of the service. Additionally, where complaints in response to call bell response times are received, the complaint is investigated with staff.

### For the reasons detailed above, I find UnitingSA Ltd, in relation to Wesley House Aged Care Facility, 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.