William Beech Gardens - Waler

Performance Report

Madline Street
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**Commission ID:** 0043

**Provider name:** RSL LifeCare Limited

**Assessment Contact - Site date:** 9 July 2020

**Date of Performance Report:** 4 August 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

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| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(b) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(b) | Compliant |
| **Standard 4 Services and supports for daily living** |  |
| Requirement 4(3)(f) | Compliant |
| **Standard 5 Organisation’s service environment** |  |
| Requirement 5(3)(b) | Compliant |
| Requirement 5(3)(c) | 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 staff, consumers/representatives.

# 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

Consumers interviewed advised the things of importance to them include being able to choose how and when their care is delivered.

The Assessment Team provided information that identified consumer’s current needs, goals and preferences are maintained in consumer care plans. Advance care planning and end of life planning are attended according to consumer/representative wishes and copies maintained in consumer files.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(b) Compliant

*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.*

The Assessment Team provided information that identified consumer’s current needs, goals and preferences are maintained in consumer care plans. Advance care planning and end of life planning are attended according to consumer/representative wishes and copies maintained in consumer files. Consumers interviewed advised the things of importance to them include being able to choose how and when their care is delivered.

I find this requirement compliant

# 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

Consumers and representatives interviewed confirmed they receive the care they need and as they wish. Assessment and planning at the service is conducted by registered nurses in collaboration with consumers and their representatives if desired. Care plans are reviewed every three months to ensure that planned care is current and meets the needs of each consumer.

The service has a system in place to trend and analyse the outcomes of high impact or high prevalence risks associated with the care of each consumer.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

### 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 provided information that the service has a system in place to trend and analyse the outcomes of high impact or high prevalence risks associated with the care of each consumer. Potential risks associated with the care of consumers are assessed, including for example risk of choking due to swallowing difficulties and documented on risk assessments.

Where risks have been identified either due to medical condition or consumer choice to take risk the Assessment Team observed management plans in place in the consumer’s care plans.

Clinical indicators are reviewed monthly with any trends identified to be actioned to prevent further occurrences.

Consumers and representatives confirmed they are involved in decision making and able to communicate with both their medical providers and nursing staff about their condition.

I find this requirement is compliant.

# 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

Overall sampled consumers considered that they receive suitable meals that meet their special dietary requirements and that they generally like the meals served.

The service has systems in place to identify consumers special dietary needs when they move into the service, follow a food safety plan and ensure consumers receive appropriate meals. As part of this process consumers and/or their representative are asked if there are any specific food dislikes.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## 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 provided information that the service has systems in place to identify consumers special dietary needs when they move into the service, follow a food safety plan and ensure consumers receive appropriate meals. As part of this process consumers and/or their representative are asked if there are any specific food dislikes.

Consumers interviewed were generally satisfied with the meals provided at the service. They confirmed they are given choice, there is variety on the menu, special dietary needs and preferences are catered for, and they are given enough to eat.

I find this requirement compliant

# STANDARD 5 Organisation’s service environment

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 5

The service's environment reflects the safety and comfort needs of the consumer’s including comfortable temperatures, noise and light levels, and sufficient furniture. The environment was seen to be clean and uncluttered. Consumers are able to move freely around the service and outside when they choose.

Consumers provided positive feedback about the equipment provided to them and the maintenance of their equipment with one consumer saying, “things get fixed pretty quickly”. There is evidence to demonstrate when maintenance is required, it is attended to appropriately.

The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 5 Requirements

### Requirement 5(3)(b) Compliant

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

The Assessment Team provided information that the service's environment reflects the safety and comfort needs of the consumer’s including comfortable temperatures, noise and light levels, and sufficient furniture. The environment was seen to be clean and uncluttered. Consumers are able to move freely around the service and outside when they choose.

Consumers sampled gave feedback that was positive about the environment and they felt that it was safe, clean and well maintained and said they go outside when they want. Consumers confirmed they were satisfied with the cleanliness of the service and cleaners were observed providing an effective service to maintain cleanliness at the service.

I find this requirement is compliant

### Requirement 5(3)(c) Compliant

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

The Assessment Team provided information that consumers provided positive feedback about the equipment provided to them and the maintenance of their equipment with one consumer saying, “things get fixed pretty quickly”. There is evidence to demonstrate when maintenance is required, it is attended to appropriately.

The service has an established preventative maintenance program in place for buildings, furniture, equipment and fittings, and systems to cater for hazards and reactive maintenance where appropriate. When the environment needs maintenance, it is attended to appropriately.

I find this requirement is compliant

# 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.