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:** | Windsor Aged Care Services |
| **RACS ID:** | 5207 |
| **Name of approved provider:** | Alzheimer's Association of Queensland Inc |
| **Address details:** | 26 Palmer Street WINDSOR QLD 4030 |
| **Date of site audit:** | 16 July 2019 to 18 July 2019 |

**Summary of decision**

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| **Decision made on:** | 22 August 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:** | 02 November 2019 to 02 November 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 | | Not Met |
| Standard 7 Human resources | | Met |
| Standard 8 Organisational governance | | Met |
| **Timetable for making improvements:** | By 21 October 2019 | |
| **Revised plan for continuous improvement due:** | By 06 September 2019 | |

**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 Windsor Aged Care Services (the Service) conducted from 16 July 2019 to 18 July 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 details the findings of this performance assessment and contains a detailed report about the performance of the Service 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 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** |
| --- | --- |
| Consumers | 5 |
| Representatives | 13 |
| Care Governance Manager | 1 |
| Care staff | 5 |
| Chef | 1 |
| Director of Care | 1 |
| Fire Safety Advisor | 1 |
| Hospitality staff | 3 |
| Lifestyle Officer | 3 |
| Maintenance Officer | 1 |
| Music Therapist | 1 |
| Physiotherapist | 1 |
| Quality Officer | 1 |
| Registered staff | 4 |

## 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:

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:

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

#### Summary of Assessment of Standard 1 :

The Assessment Team found that the service met all requirements under this standard.

Consumer experience interviews show;

* One hundred percent of consumers and representatives said consumers are treated with respect most of the time or always.
* One hundred percent of consumers and representatives said staff explain things to consumers in the service most of the time or always.

The service demonstrated that consumers are treated with dignity and respect, and that the service actively promotes a culture of inclusion. Staff were observed to interact with consumers respectfully and could identify consumer’s individual preferences and interests. Consumers described the ways their social connections are supported both inside and outside the service. The service promotes the value of culture and diversity in the wide range of activities it offers consumers and in the delivery of personalised care.

Staff could provide meaningful examples of how they help consumers make choices, including by giving consumers accurate information and options to inform their choice.

Consumers report that the service protects the privacy and confidentiality of their information, and that they are satisfied that care and services, including personal care, is undertaken in a way that respects their privacy. Staff gave examples of how they maintain the privacy of consumers while providing care. The service also demonstrated how electronic and paper documentation is protected to preserve confidentiality of consumer information, consistent with policies and procedures.

#### Requirements:

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

Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

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

Care and services are culturally safe.

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

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 (d) Met

Each consumer is supported to take risks to enable them to live the best life they can.

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

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 (f) Met

Each consumer’s privacy is respected and personal information is kept confidential.

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

#### 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:

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 :

The Assessment Team found that the service met all requirements under this standard.

Consumer experience interviews show that 100% of consumers and representatives said consumers have a say in their daily activities most of the time or always.

The service demonstrated that processes are in place to plan care and services with consumers and representatives. Registered staff complete assessments, goals and care plans including end of life care and advanced care planning, are monitored and reviewed regularly for effectiveness or as changes occur in consultation with consumers and representatives. Education is provided to meet care and service needs of consumers and best practice requirements. Representatives said they are consulted about consumers’ assessments, care planning and changes that occur.

Consumers and representatives said assessment and planning includes services provided by medical and allied health practitioners and other organisations that consumers wish to be involved in the ongoing assessment and planning.

Staff demonstrated skills and knowledge required of their roles. They were familiar with individual consumer’s needs and preferences and daily routines. Staff expressed satisfaction with the range of education opportunities at the service and with their access to supervision and support when required.

#### Requirements:

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

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 (b) Met

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 (c) Met

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 (d) Met

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 (e) Met

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:

I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

#### Organisation statement:

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 that the service met all requirements under this standard.

Consumer experience interviews show;

* One hundred percent of consumers and representatives said consumers get the care they need most of the time or always.
* One hundred percent of consumers and representatives said consumers feel safe at the home most of the time or always.

Consumers and representatives interviewed agreed staff meet consumers’ care needs and they are consulted regularly and when changes occur. Consumers and representatives reported consumers are confident they are receiving quality care in alignment with consumers’ goals and preferences.

Staff could describe how they ensure care is best practice and tailored to meet the needs of consumers and optimise their health and well-being. Staff could describe opportunities available for continuing education and how they ensure that information is shared both within the organisation and with others outside the organisation. Staff understand how to obtain relevant information to guide care services through assessments, care plans, progress notes and handovers.

Consumers/representatives gave various examples of how staff ensure the care provided to consumers is right for them. This included regularly asking them about their care and the way it is delivered. Each of the care and service plans reviewed indicated the delivery of safe and effective care. This included regularly review of consumers’ care, needs and preferences with involvement of family.

Staff could describe how they ensure care is best practice, their opportunities for continuing education and how they ensure that information is shared both within the organisation and with others outside the organisation. Care staff demonstrated an understanding of precautions to prevent and control infection and the steps they could take to minimise the need for antibiotics. Staff could also identify the highest prevalence risks for different cohorts of consumers and how incidents were used to inform changes in practice.

The organisation demonstrated they have a suite of policies and procedures underpinning the delivery of care and how they review practices and processes to ensure they remain fit-for-purpose, informed by advice from consumers and representatives and other experts and health professional representatives. The organisation completes internal reviews regarding staff practices and evaluates the effectiveness of the electronic clinical care system and various tools used.

#### Requirements:

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

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 (b) Met

Effective management of high impact or high prevalence risks associated with the care of each consumer.

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

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 (d) Met

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 (e) Met

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 (f) Met

Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

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

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:

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:

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 :

The Assessment Team found that the service met all requirements under this standard.

Eighty-seven percent of respondents said the consumers are encouraged to do as much as possible for themselves most of the time or always. Thirteen percent of respondents said consumers are encouraged to do as much as possible for themselves some of the time or never. These respondents explained they provided this response as their consumer is not able to do anything for themselves. One hundred present of respondents said they like the food most of the time or always.

The service could demonstrate how information regarding consumers’ condition, needs and preferences is communicated in a timely and appropriate way. Staff could give meaningful examples of how information about consumers is collected and shared and demonstrated their knowledge of consumers’ individual needs and preferences in relation to activities, pastimes, food and independence.

Consumers said their leisure interest, emotional, spiritual and psychological needs are met and staff could demonstrate ways this is done in a supportive manner. Staff demonstrated how consumers are supported to do things of interest to them including one to one and group activities and pastimes and outings to places of interest.

The service demonstrated how meals are provided to meet individual consumer’s needs and preferences and to ensure suitable variety, quality and quantity are provided.

The service demonstrated consumers and staff are supported by equipment which is safe, suitable, clean and well maintained through staff at the service and external contractors.

Management could demonstrate the services and support for daily living provided at the service are monitored and reviewed, and improvement are made where needed.

#### Requirements:

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

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 (b) Met

Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well being.

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

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 (d) Met

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 (e) Met

Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

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

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

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

Where equipment is provided, it is safe, suitable, clean and well maintained.

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

#### Consumer outcome:

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

#### Organisation statement:

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 experience interviews show that;

* One hundred percent of consumers and representatives said consumers feel safe at the service most of the time or always.
* Eighty percent said consumers feel at home in the service most of the time or always. Twenty percent of respondents said the consumer did not feel at home as they had never wanted to live in an aged care service prior to having dementia.

Consumers and representatives expressed satisfaction that;

* The service is well maintained
* They have access to a range of equipment and furnishings which suit consumers’ needs.
* They have access to a range of areas and are encouraged to use all areas of the service including the outdoor courtyard which is used for activities and meals.

The service was observed to be clean and well maintained. Individual rooms were decorated with consumer’s individual items according to their choice. The layout of the service enabled consumers to move freely, with suitable furniture and fittings. Consumers had ready access to outdoor areas with garden beds, seating and communal tables.

Staff described procedures for the purchase, service and maintenance of furnishings and equipment and also how environment related risks to consumers were identified and managed.

Management confirmed the service environment is reviewed regularly and issues identified are communicated and escalated as needed.

#### Requirements:

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

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

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

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 (c) Met

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

### Standard 6 : Feedback and complaints Not Met

#### Consumer outcome:

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:

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 :

The Assessment Team found that the organisation did not demonstrate that two of the four requirements under Standard six were met.

Consumer experience interviews show 100% of respondents said when they raise things staff follow up most of the time or always.

The service could demonstrate that consumers know how to give feedback and make complaints, and have access to advocates and external mechanisms. They could also demonstrate that feedback is reviewed and used to improve the quality of care and services. However, the service could not demonstrate the other requirements under this Standard were met.

Specifically, the service failed to demonstrate that;

* consumers and their representatives are encouraged and supported to provide feedback and make complaints, consumer meetings do not occur and representative meetings do not provide a forum where representatives feel able to raise feedback or concerns. Representatives do not feel able to raise feedback or concerns with management.
* appropriate action is taken in response to complaints. Representatives are not satisfied with actions taken and behaviour of management following the lodging of feedback or a complaint.

#### Requirements:

##### Standard 6 Requirement (a) Not Met

Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

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

Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

##### Standard 6 Requirement (c) Not Met

Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

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

Feedback and complaints are reviewed and used to improve the quality of care and services.

### Standard 7 : Human resources Met

#### Consumer outcome:

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

#### Organisation statement:

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 :

The Assessment Team found that the service met all requirements under this standard.

Consumer experience interviews show that 100% of consumers and representatives said staff are kind and caring most of the time or always and staff know what they are doing most of the time or always.

The service demonstrated that processes ensure the workforce is planned to ensure appropriate numbers and skill mix of staff to ensure the delivery and management of safe and quality care services. Police certificate and registration requirements are monitored and reviewed regularly. Education is provided to meet mandatory requirements as well as service needs. Consumers and representatives said there are sufficient staff to meet consumers’ needs and they find them knowledgeable about consumer’s individual needs and preferences.

Staff demonstrated skills and knowledge required of their roles. They were familiar with individual consumer’s needs and preferences and daily routines. Staff expressed satisfaction with the range of education opportunities at the service and with their access to supervision and support when required.

Recruitment and performance monitoring processes ensure staff competence is maintained and where non-performance is identified, management address it in a timely manner.

#### Requirements:

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

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 (b) Met

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

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

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

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

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

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

Regular assessment, monitoring and review of the performance of each member of the workforce.

### Standard 8 : Organisational governance Met

#### Consumer outcome:

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

#### Organisation statement:

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

#### Summary of Assessment of Standard 8 :

The Assessment Team found that the service met all requirements under this standard.

Consumer experience interviews show that 100% of consumers and representatives said the service is well run always or most of the time.

The organisation demonstrated that they involve representatives in the delivery and evaluation of care for their consumers. Consumers’ representatives confirmed they are involved in care planning and delivery and provided examples of how this occurs.

There are organisational governance systems to support effective information management, the workforce, compliance and regulation and clinical care. Management report regularly to the Chief Executive Officer regarding risk. The clinical governance framework addresses anti-microbial stewardship, open disclosure and minimising the use of restraint. Staff interviewed understood these concepts and could explain how they were applied in practice.

#### Requirements:

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

Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

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

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 (c) Met

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 (d) Met

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 (e) Met

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