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:** | Woombye Care |
| **RACS ID:** | 5196 |
| **Name of approved provider:** | Woombye Care Incorporated |
| **Address details:** | 26 Redmonds Road WOOMBYE QLD 4559 |
| **Date of site audit:** | 20 August 2019 to 22 August 2019 |

**Summary of decision**

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| **Decision made on:** | 26 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:** | 07 November 2019 to 07 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 | | **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 Woombye Care (the Service) conducted from 20 August 2019 to 22 August 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 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 service, review of documents and interviews with staff, consumers/representatives and others.

The following interviews were undertaken:

| **Type** | **Number** |
| --- | --- |
| Consumers | 17 |
| Representatives | 6 |
| Hospitality staff | 3 |
| Care staff | 5 |
| Care coordinator | 1 |
| Registered staff | 5 |
| Allied health assistant | 1 |
| Medical officer | 1 |
| Physiotherapist | 1 |
| Occupational therapist | 2 |
| Maintenance staff | 1 |
| Chairman | 1 |
| Diversional therapist | 1 |
| Director of care | 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:

The Assessment Team found that the service has met all six requirements under Standard 1.

Consumer experience interviews show 100% of consumers agreed that staff treat them with respect always or most of the time. The service uses consumer surveys, consumer and representative feedback and meetings to ensure consumers are satisfied staff treat them with respect and support their lifestyle choices.

The organisation demonstrated that consumers are treated with dignity and respect, and that the service has processes to respect consumer’s individuality. Consumers described how they are supported to maintain their social connections both inside and outside the service. Staff were observed to interact with consumers respectfully and could identify consumer’s individual preferences and interests.

Consumer experience interviews show a majority of consumers agreed staff explain things to them and they are encouraged to do as much as possible for themselves. Consumers said the service encouraged them to make decisions about their life.

Staff explained how they respond to consumer choices, including specific examples of individualised support provided to facilitated consumer independence.

The organisation demonstrated how consumer privacy and confidentiality are managed, including personal care and management of sensitive information. Staff demonstrated their understanding and application of privacy practices while providing personal care to consumers. The organisation demonstrated how 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 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:

The Assessment Team found that the service has met all five requirements in relation to Standard 2.

Of consumers randomly sampled, 100% reported staff meet their care needs always or most of the time. Consumers said their engagement in the initial and ongoing assessment and planning of their care helps them to get the care and services they need. Consumers reported feeling safe and confident that staff listen to their goals and preferences, and that the organisation seeks input from other professionals to ensure they get the right care and services to meet their needs.

The majority of consumers randomly sampled reported they have a say in their daily activities a small number of respondents said they prefer to follow the activities calendar and not make suggestions.

Staff could describe how consumers and others who contribute to the consumer’s care (including medical practitioners, allied health professionals and family) work together to deliver a tailored care and service plan and monitor and review the plan as needed.

Consumers reported that their care and services are regularly reviewed and that when something goes wrong, or their needs or preferences change, the organisation is quick to communicate with them and seek their input to update the care and services they are getting. Each of the care plans reviewed showed plans had been regularly reviewed (with changes made). Staff demonstrated an understanding of incidents or near-miss events and how these were identified, documented and reviewed by the service, to inform continuous improvement.

#### 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:

The Assessment Team found that the service met all seven of the requirements in relation to Standard 3.

Of consumers randomly sampled, 100% agreed that staff meet their care needs always or most of the time. Consumers reported feeling safe and confident that they are receiving quality care.

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.

Consumers gave various examples of how staff ensured the care provided was right for them. This included regularly asking them about their care and the way it is delivered.

Each of the care plans reviewed indicated the delivery of safe and effective care.

The organisation demonstrated they have a suite of policies and procedures underpinning the delivery of care and how they review practice and policies.

#### 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:

The Assessment Team found that the service met all seven requirements in relation to Standard 4.

Consumers interviewed confirmed their satisfaction with the services they received from the organisation. Consumers reported they were able to furnish their room to suit their needs and references. The organisation was observed to provide daily activities which were inclusive and covered a range of activity types to suit consumer preference. Staff provided encouragement and engagement to all consumers, whether they were involved in activities or not. Consumers were observed receiving one-to-one interactions with staff to provide emotional support to consumers who not like large social gatherings.

The organisation demonstrated referrals are made to external contractors and health professionals in a timely manner. Consumers confirmed they were satisfied in accessing allied health professionals, pharmacists and medical officers if needed. Consumers were satisfied with the quality, variety and quantity of the meals provided. The organisation demonstrated effective maintenance of equipment, furniture, fixtures and the living environment, which is reviewed regularly by management.

The organisation demonstrated that it supports consumers to connect with the external community and encourages the community to be a part of the care delivery. Consumer feedback was collected by the organisation regarding food, activities and care delivery, and used to improve services. Of consumers randomly interviewed, 100% said they like the food always or most of the time.

The organisation demonstrated consistent support to consumers emotional, spiritual and psychological wellbeing through consumer-specific social activities and event, and provision of equipment to support independence and choice.

#### 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:

The Assessment Team found the organisation met all three of the requirements in relation to Standard 5.

The organisation was observed to be welcoming with individual rooms decorated with, photographs, memorabilia and personal items. The organisation was clean and well maintained, and consumers confirmed their rooms were cleaned to their satisfaction. The layout of the service enabled consumers, representatives and visitors to access all areas of the organisation, with suitable furniture, fittings and signage to help consumers navigate the service. Consumers had ready access to clean outdoor areas with gardens, outdoor furniture, and paths that enabled free movement around the area. Consumers and representatives expressed satisfaction that:

* The organisation was well maintained and kept at a comfortable temperature.
* They have access to a range of personal and organisation-provided furnishings and equipment and felt confident in using them.
* They have access to outdoor patios, and areas to use as a quiet space to meet with family and friends.
* They were able to access both secure areas of the organisation if they needed to.

Of consumers randomly sampled, 100% stated they either always feel safe here or they feel safe here most of the time. The majority of these consumers also said they feel at home here.

Consumers were encouraged to use all areas of the organisation including an activities area where social gatherings, exercise sessions and craft classes are held.

Staff interviewed confirmed their understanding of the reporting hazards and the maintenance process. Management confirmed maintenance and the environment are standing agenda items for meetings with the organisation’s management staff where any emerging risk or continuous improvements are discussed.

#### 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:

The Assessment Team found the organisation met all four requirements in relation to Standard 6.

Consumer experience interviews show a majority of consumers agreed that staff follow up with them when they raise things always or most of the time. The service uses consumer surveys, consumer meetings and case conferences as communication channels to facilitate feedback from consumers and representatives.

The majority of consumers are satisfied with the service’s complaints management process and felt supported and confident in providing feedback if required. Staff were able to describe the process of assisting residents in accessing internal and external complaints mechanisms including advocates and public representatives.

The service demonstrated appropriate action is taken in response to complaints and an open disclosure process is used when fault is identified. The organisation further demonstrated feedback and complaints are reviewed and used to improve the quality of care.

#### 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:

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

Consumer experience interviews show consumers agreed that staff know what they are doing and that they get quality care and services. The organisation uses consumer surveys, audits, consumer and representative feedback and meetings to ensure consumers are satisfied staff are well trained and there are enough experienced staff to enable them to provide safe and quality care.

Staff were observed to possess the required skills the organisation needs to assess, plan and coordinate care and services to meet the needs of consumers and deliver safe and quality care and services.

Consumer experience interviews show 100% of consumers agreed that staff treat them with respect and are kind and caring; observations of the delivery of care and services confirms that the workforce treat consumers with kindness and staff care about them. The organisation provides regular ongoing training to staff.

Management demonstrated how they are actively involved in staff culture and foster an environment of respect. Management could demonstrate staff are recruited, inducted, trained, equipped and supported to ensure consumers are made to feel respected, consistent with documented policies and procedures.

#### 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:

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

The organisation demonstrated that its governance systems support the delivery of safe and effective aged care services. Consumers expressed satisfaction with the organisation’s operations and described ways in which the organisation involves them to improve service delivery and organisational culture. Of consumers randomly interviewed, 100% said this place is well run either always or most of the time.

The governing board meets regularly, sets strategic direction for the organisation and regularly reviews risks from an organisational perspective. The organisation utilises a range of governance systems that promotes a culture of safe, inclusive and quality care and services. The organisation uses regular reviews and evaluation to identify needs and address continuous improvement priorities. The governance systems support effective information management, the workforce, compliance with regulation and clinical care. The organisation’s review of their policies and procedures includes anti-microbial stewardship, open disclosure and minimising the use of restraint.

The organisation has effective risk management systems which helps the organisation identify, manage and review risks to the safety and wellbeing of consumers, including supporting and identifying risks associated with clinical care and services.

#### 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