Wynwood Nursing Home

Performance Report

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**Commission ID:** 6865

**Provider name:** Wynwood Nursing Home Pty Ltd

**Assessment Contact - Site date:** 6 September 2021

**Date of Performance Report:** 27 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(b) | 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 others
* the Performance Report dated 3 April 2021 for the Assessment Contact – Site conducted 3 February 2021.

# 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

The Assessment Team assessed Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers 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 purpose of the Assessment Contact was to assess the performance of the service in relation to Requirement (3)(a) in Standard 2. This Requirement was found Non-compliant following an Assessment Contact conducted 3 February 2021. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified at the Assessment Contact and have recommended Requirement (3)(a) 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 Wynwood Nursing Home Pty Ltd, in relation to Wynwood Nursing Home, Compliant with Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers. I have provided reasons for my finding in the specific Requirement below.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Compliant

*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.*

The service was found Non-compliant with Requirement (3)(a) following an Assessment Contact conducted 3 February 2021 where it was found assessment and planning, including consideration of risks to a consumer’s health and well-being, did not inform the delivery of safe and effective care and services in relation to pain management and dietary preferences. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Group discussions at each staff meeting relating to the Quality Standards and changes in expectations for reporting and assessments.
* Conducted a review of all consumer assessments and care plans to identify and rectify any gaps in assessments based on the consumer's needs, goals and preferences.
* Provided additional education to staff in relation to pain management and assessment to support understanding of identifying, assessing and managing pain.
* Provided one-to-one training sessions for junior clinical staff in developing a consumer profile to identify relevant assessments to undertake for consumers on entry service and ongoing.
* Developed a care plan checklist used when conducting three monthly reviews to identify relevant risks to the consumer and prompt assessments.
* Upgraded the electronic care planning system and provided additional training to staff to understand the software and full suite of assessments available.

Information provided to the Assessment Team by consumers, representatives and staff through interviews and documentation sampled demonstrated:

The Assessment Team were satisfied the service demonstrated assessment and planning, including consideration of risks to consumers’ health and well-being, informs the delivery of safe and effective care and services. Consumers and representatives sampled stated assessment and planning, including identification of consumers’ individual risks, is conducted through regular care reviews and when changes to care needs occur. Consumers and representatives described meeting regularly with staff and representatives indicated they are informed of consumer incidents.

A range of clinical care, personal care and lifestyle assessments are completed on entry in line with an admission process and on an ongoing basis. Additionally, a range of validated risk assessment tools are used, including in relation to pain, falls and malnutrition. Information gathered through assessments and consultation processes is used to develop detailed care plans incorporating each consumer’s goals needs and preferences, including strategies to mitigate/minimise identified risks.

A consumer identified in the last Assessment Contact report stated they no longer experience pain and staff consult with them regularly. The consumer’s care file demonstrated effective pain management strategies have been implemented and effectiveness of strategies documented. Additionally, documentation sampled demonstrated the consumer’s nutritional needs and preferences have been updated and the consumer indicated they are receiving meals in line with their preferences.

Clinical staff described processes for assessment and planning processes in line with the service’s processes and stated they have received training related to care plan review processes. Care staff stated they are provided timely and up-to-date information in relation to consumers’ changing care needs.

For the reasons detailed above, I find Wynwood Nursing Home Pty Ltd, in relation to Wynwood Nursing Home, Compliant with Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers.

# 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 Requirement (3)(b) in Standard 3 Personal care and clinical care 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 purpose of the Assessment Contact was to assess the performance of the service in relation to Requirement (3)(b) in Standard 3. This Requirement was found Non-compliant following an Assessment Contact conducted 3 February 2021. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified at the Assessment Contact and have recommended Requirement (3)(b) 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 Wynwood Nursing Home Pty Ltd, in relation to Wynwood Nursing Home, Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care. I have provided reasons for my finding in the specific Requirement 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 service was found Non-compliant with Requirement (3)(b) following an Assessment Contact conducted 3 February 2021 where it was found the service did not effectively manage the high impact risk associated with consumers’ care, in managing pain. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Implemented a revised pain management policy to support staff to deliver safe and effective clinical care for each consumer.
* Provided training for staff in relation to understanding and identifying high impact or high prevalence risks, management strategies in relation to nutrition and hydration, elder abuse and Serious Incident Reporting Scheme, infection control, continence care, skin integrity, pain management and assessment and use of assessment tools to identify and manage consumer risks.
* Developed a wound reporting procedure.
* Revised care plan audit templates to capture more useful data that would trigger further review.
* Conducted a Resident of the day project to assist in review of consumers’ needs and identify change in consumer risk.

Information provided to the Assessment Team by consumers, representatives and staff through interviews, observation and documentation sampled demonstrated:

The Assessment Team were satisfied the service demonstrated effective management of high impact or high prevalence risks associated with the care of consumers. Consumers and representatives sampled were satisfied consumers receive effective personal care and clinical care that is safe and right for them. Consumers and representatives described effective personal care and clinical care provided to consumers, including management of pain, falls, weight and skin.

Care files demonstrated appropriate management of high impact or high risk areas, including weight loss, pain management, skin care, restrictive practices, diabetes, falls prevention and catheter care. Where new risks had been identified, additional monitoring had been implemented, assessments completed, referrals to Medical officers and/or allied health initiated and management strategies reviewed and/or developed.

Clinical and care staff described strategies to minimise and/or mitigate high impact or high prevalence risks for individual consumers, in line with their assessed needs. Staff stated they are notified of new, emerging and existing consumer risks through handover processes and at meeting forums.

For the reasons detailed above, I find Wynwood Nursing Home Pty Ltd, in relation to Wynwood Nursing Home, Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care.

# 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.