Wyoming Nursing Home

Performance Report

47 Grosvenor Crescent
SUMMER HILL NSW 2130
Phone number: 02 9798 8311

**Commission ID:** 2355

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

**Assessment Contact - Site date:** 19 January 2022

**Date of Performance Report:** 9 February 2022

# Performance report prepared by

E Woodley, delegate of the Aged Care Quality and Safety Commissioner.

# 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)(g) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |

# Detailed assessment

This performance report details the Commissioner’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, and others.
* the provider’s response to the Assessment Contact - Site report received 8 February 2022.

# 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – their care plans and assessments were reviewed, and staff were asked about how they ensure the delivery of safe and effective care for consumers. The Assessment Team also examined relevant documents.

Overall, consumers interviewed by the Assessment Team considered that they receive personal care and clinical care that is safe and right for them. Consumers interviewed spoke positively about the staff’s hygiene practices and the infection control measures taken by staff.

The service has implemented appropriate COVID-19 preparedness procedures and demonstrated ongoing implementation, monitoring and review of strategies to minimise infection related risks as the service. Staff interviewed could describe practices and procedures to minimise transmission of infection.

One of the seven specific requirements have been assessed as Compliant.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(g) Compliant

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

Consumers interviewed by the Assessment Team indicated they were satisfied with the service’s and staff’s infection prevention and control (IPC) procedures. Staff interviewed were able to describe how they minimise infection related risks through standard and transmission based precautions. Staff demonstrated an understanding of how they minimise the need for, or use of antibiotics, and ensure they are used appropriately. The service has implemented appropriate COVID-19 preparedness procedures and demonstrated ongoing implementation, monitoring and review of strategies to minimise infection related risks as the service. The service has implemented improvement actions as a result of the recent COVID-19 outbreak. This includes personal protective equipment (PPE) training, the implementation of infection control champions to assist in spotting PPE breaches, additional stock of PPE, tighter screening procedures for staff, and increased staff cohorting.

I find this requirement is Compliant.

# 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

To understand the consumer’s experience and how the organisation understands and applies the individual requirements within this Standard, the Assessment Team spoke with consumers about their experience of the staff, interviewed staff, and reviewed a range of records including staff rosters, training records and performance reviews.

Overall, consumers interviewed by the Assessment Team considered that they get quality care and services when they need them and from people who are knowledgeable and capable. Consumers interviewed spoke very highly of the care, kindness and respect they receive from staff members. The Assessment Team observed various examples of staff and management interacting with consumers in a kind, helpful and respectful way.

Consumers interviewed said they feel staff are competent and perform their job well, especially the registered nurses. Consumers said there are no areas they feel staff require further training.

Consumers interviewed felt the service could do with more staff because staff are always busy and rushed. However, consumers stated staff meet their personal and clinical care needs and respond to their call bells promptly.

Staff and management stated they do not work short and have sufficient staff to enable them to deliver care and services to all consumers, and they complete their shifts on time.

One of the five specific requirements have been assessed as Compliant.

## 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.*

While most consumers interviewed by the Assessment Team said that staff are always busy, consumers and representatives said call bells are generally answered quickly, and consumers get the personal and clinical care they need. Some consumers said there has been an improvement in the staffing at the service in recent months. Most staff interviewed by the Assessment Team said the service has an adequate number of staff members to provide quality care. The service has processes to replace unplanned leave, including the use of agency staff. Staff rosters, shift vacancies, and call bell response times for the fortnight prior to the Assessment Contact reviewed by the Assessment Team demonstrated the service has adequate staffing levels.

The service has implemented workforce improvements as a result of the recent COVID-19 outbreak where staffing was significantly impacted. This includes increased staff engagement in rostering, regular employment of agency staff in blocks to ensure availability, and recruitment of additional staff.

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.