Yackandandah Health Residential Aged Care

Performance Report

20 Isaacs Avenue
YACKANDANDAH VIC 3749
Phone number: 02 6028 0100

**Commission ID:** 3209

**Provider name:** Yackandandah Bush Nursing Hospital Inc

**Assessment Contact - Site date:** 16 December 2020

**Date of Performance Report:** 15 January 2021

# 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** | **Compliant** |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| Requirement 3(3)(c) | Compliant |
| Requirement 3(3)(d) | Compliant |
| Requirement 3(3)(e) | Compliant |
| Requirement 3(3)(f) | Compliant |
| Requirement 3(3)(g) | Compliant |
| Requirement 6(3)(d) | Compliant |
| **Standard 7 Human resources** | **Compliant** |
| Requirement 7(3)(a) | Compliant |
| Requirement 7(3)(b) | Compliant |
| Requirement 7(3)(c) | Compliant |
| Requirement 7(3)(d) | Compliant |
| Requirement 7(3)(e) | 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 and others

# STANDARD 3 COMPLIANT 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 – asking them about the requirements, reviewing their care planning documentation and asking staff how they ensure the delivery of safe and effective care for consumers. The Assessment Team also examined relevant documents.

Overall consumers considered they receive personal care and clinical care that is safe and right for them.

For example:

* Consumers and representatives said care meets consumers’ needs, they feel safe and they get the care they need.
* Representatives and consumers are satisfied consumer comfort and care at the end of their life is provided and referrals occur to health professionals when needed and in a timely manner. Consumers’ infections are identified and managed.

Staff interviewed and documentation reflect, individualised care that is safe, effective and tailored to the specific needs and preferences of the consumer. Staff indicate management of high impact or high prevalence risks, associated with the care of each consumer is monitored and effective. End of life needs are met in line with consumer wishes and their comfort is maintained.

**Assessment of Standard 3 Requirements**

The maintenance of a mandatory reporting register is not effective. Consumers have access to the exit button at the front door which may enable consumers living with dementia to exit when unsupervised. Documentation indicates timely identification, monitoring and appropriate care when changes occur.

Handover sheets include additional information such as consumers with portable sensor mats or wanderer alert bracelets. A range of communication strategies were noted and in use. A range of services are available and referrals occur as needed.

Outbreak planning, preparation and management was generally effective with accuracy and access to information now improved. The monitoring of the use of PPE was not effective. Access to and the use of alcohol wipes was not effective. Consumers’ infections are identified and managed. Antibiotic prescription is minimised. Management was responsive to feedback and advised of improvements made.

The Assessment Team found that seven of seven specific requirements were met.

The Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

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

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

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

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

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

*The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.*

### Requirement 3(3)(d) Compliant

*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.*

### Requirement 3(3)(e) Compliant

*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.*

### Requirement 3(3)(f) Compliant

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

### 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.*

Management was responsive to feedback and advised of improvements made including submitting an updated Outbreak management Plan, adding sanitising wipes to equipment and increasing the supply of PPE available. Based on these improvements I find the service is compliant in this requirement.

# STANDARD 7 COMPLIANT 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 considered they get quality care and services when they need them and from people who are knowledgeable, capable and caring.

For example:

* Consumers and representatives said they get the care they need when they need it. A consumer said care has improved over time.

Staff are available to fill shifts and all shifts are replaced. Regular agency staff are used where regular staff are not available. The roster demonstrates increased access to registered nurses.

The workforce is recruited to specific roles, staff are trained and equipped to undertake their roles and supported to deliver outcomes for consumers. Staff were observed to be responsive to call bells. Interactions between consumers, representatives and staff were observed to be kind, caring and respectful. The monitoring of credentials is generally effective and the monitoring of recruitment, orientation and education is effective.

Management is responsive to feedback on staff performance and performance is monitored and reviewed with action taken. Where an incident indicated a representative expressed concern in relation to the care provided, management was responsive to feedback regarding staff performance.

The Assessment Team found that five of five specific requirements were met.

The Quality Standard is assessed as Compliant as five 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.*

### Requirement 7(3)(b) Compliant

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

### Requirement 7(3)(c) Compliant

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

### Requirement 7(3)(d) Compliant

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

### Requirement 7(3)(e) Compliant

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

# 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.