Yaraandoo Hostel

Performance Report

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**Commission ID:** 8033

**Provider name:** Southern Cross Care (Tas) Inc

**Assessment Contact - Site date:** 18 May 2021

**Date of Performance Report:** 24 June 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| **Standard 4 Services and supports for daily living** |  |
| Requirement 4(3)(f) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(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.
* The provider’s response to the Assessment Contact - Site report received 10 June 2021.

# 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 team also examined relevant documents.

Most sampled consumers and representatives considered that consumers receive personal and clinical care that is safe and right for them, and their needs, goals and preferences are mostly respected.

For example:

* Consumers and representatives said they are happy with the care provided to them and that their needs and preferences are mostly met.
* Consumers and representatives expressed satisfaction with the way they are consulted about the use of physical and chemical restraint.
* Staff demonstrated an understanding of the individual clinical needs of the consumers sampled and described how they report and manage pressure injuries, falls and chemical restraint.
* Documentation reviewed for physical and chemical restraint demonstrates effective assessment and monitoring and that reviews occur, in consultation with consumers and or representatives.

The Assessment Team assessed two requirements under this Quality Standard and found them Compliant.

As not all of the specific requirements were assessed, an overall rating for the Quality Standard is not provided.

### Assessment of Standard 3 Requirements

### 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.*

# STANDARD 4 Services and support for daily living

### 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:

1. 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.

## Assessment of Standard 4

The Assessment Team assessed one requirement under this Quality Standard and found it Compliant.

As not all of the specific requirements were assessed, an overall rating for the Quality Standard is not provided.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(f) Compliant

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

The Assessment Team found that overall consumers and representatives are satisfied with the quality and quantity of the meals provided, although some consumers and representatives expressed concerns regarding the quality of the food and timeliness of the meal service.

The organisation has recently reviewed and made changes to the catering service, including changes to the staffing structure and the way in which meals are served.

The service has processes and procedures to support the preparation and serving of meals. These are in the process of being fully embedded in the service’s practices.

The approved provider submitted a response to address consumer dissatisfaction in relation to the meal service, reported by the Assessment Team. The response outlines the consultation and change process undertaken prior to the implementation of the changes. It also details actions taken in response to concerns raised by individual consumers during the visit.

While some consumers reported dissatisfaction with the meal service, I have reviewed all the information available and am satisfied that the service provides meals that are varied and of suitable quality and quantity.

# 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

The Assessment Team assessed one requirement under this Quality Standard and found it Compliant.

As not all of the specific requirements were assessed, an overall rating for the Quality Standard is not provided.

## 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.*

The Assessment Team found that the recent changes to the catering and meal service has resulted in dissatisfaction for some consumers. These consumers are not satisfied with the changes and described delays in the provision of meals, showering and dressing and also described how the changes have impacted on the provision of lifestyle programs.

The response submitted by the approved provider outlines how concerns raised by individual consumers have been addressed and how adjustments have been made to ensure the lifestyle program continues to meet consumers’ needs and interests.

I have considered all the information available and find this requirement is Compliant as the service was able to demonstrate sufficient staff to deliver and manage safe and quality care and services to consumers.

# STANDARD 8 Organisational governance

### Consumer outcome:

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

### Organisation statement:

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

## Assessment of Standard 8

The Assessment Team assessed one requirement under this Quality Standard and found it Compliant.

As not all of the specific requirements were assessed, an overall rating for the Quality Standard is not provided.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(e) Compliant

*Where clinical care is provided—a clinical governance framework, including but not limited to the following:*

1. *antimicrobial stewardship;*
2. *minimising the use of restraint;*
3. *open disclosure.*

The Assessment Team found that the organisation demonstrated how they have effectively improved their governance system related to minimising the use of restraint and demonstrated how the clinical governance framework supports the delivery of care and services.

The organisation has policies related to antimicrobial stewardship, open disclosure and minimising the use of restraint. The continuous improvement plan records and monitors initiatives related to clinical care.

The organisation monitors the use of psychotropic medication through a clinical journal/register that includes details of all consumers, including those on chemical restraint. Clinical staff work with general practitioners to reduce psychotropic medications, and this is monitored through the register. A restraint policy provides guidance.

# 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.