Performance

Report

**1800 951 822**

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| Name of service: | Aegis Balmoral |
| Service address: | 29 Gardner Street COMO WA 6152 |
| Commission ID: | 7872 |
| Approved provider: | Balmoral Aged Care Group Pty Ltd |
| Activity type: | Assessment Contact - Site |
| Activity date: | 15 June 2023 |
| Performance report date: | 11 July 2023 |

This performance report **is published** on the Aged Care Quality and Safety Commission’s (the **Commission**) website under the Aged Care Quality and Safety Commission Rules 2018.

**This performance report**

This performance report for Aegis Balmoral (**the service**) has been prepared by M Glenn, delegate of the Aged Care Quality and Safety Commissioner (Commissioner)[[1]](#footnote-1).

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 Standards and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

# Material relied on

The following information has been considered in preparing the 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 management; and
* a Performance Report dated 20 October 2021 for a Site Audit undertaken from 31 August 2021 to 2 September 2021.

The provider did not submit a response to the Assessment Contact – Site report.

# Assessment summary

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| Standard 3 Personal care and clinical care | Not applicable as not all requirements have been assessed |

A detailed assessment is provided later in this report for each assessed Standard.

# 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 required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.

# Standard 3

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| Personal care and clinical care | |  |
| Requirement 3(3)(a) | 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. | Compliant |
| Requirement 3(3)(g) | 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. | Compliant |

Findings

Requirement (3)(a) was found non-compliant following a Site Audit undertaken from 31 August 2021 to 2 September 2021 where while policies and procedures relating to restrictive practices were in place, the service did not demonstrate these were consistently applied. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to, provided training for clinical staff in relation to restraint minimisation and Behaviour support plan requirements; and conducted a review of all consumers prescribed psychotropic medication, including as required usage and ensured all required documentation, including consent, authorisation and mitigating risk forms were in place.

At the Assessment Contact undertaken 15 June 2023, effective processes to ensure each consumer receives safe and effective personal and clinical care were demonstrated. Assessment and planning processes ensure delivery of care is achieved, with consumers’ preferences, needs and goals considered. Care files were reflective of consumers’ individualised personal and clinical care needs and demonstrated appropriate management of specific aspects of care, including restrictive practices, wounds, and pressure injuries. Staff sampled described how they ensure consumers receive care that is safe and tailored and consumers and representatives were satisfied consumers receive personal and clinical care that is safe and right for their individual needs.

In relation to requirement (3)(g), representatives were satisfied with how the service manages infection related risks. There are processes, policies, and procedures to guide staff in minimisation of infection related risks and to support the appropriate use of antibiotics. Infections and use of antimicrobials is monitored, analysed, and reported monthly. Care files evidenced appropriate assessment and review by Medical officers, and antimicrobials had been prescribed, when appropriate. The previous Infection prevention control lead had recently left the service and this role is currently being managed by the organisation’s Clinical consultant. Two Registered nurses have been identified to undertake the required training. Staff sampled described how they reduce the risk of infection and confirmed they had completed relevant training. Training records confirmed staff have completed mandatory annual training for infection management and control, and additional toolbox training relating to donning and doffing and hand hygiene.

For the reasons detailed above, I find requirements (3)(a) and (3)(g) in Standard 3 Personal care and clinical care compliant.

1. The preparation of the performance report is in accordance with section 68Aof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)