Alpha Omega Consulting

Performance Report

162 Railway Parade   
Cabramatta NSW 2166  
Phone number: 0416 585 755

**Commission ID:** 201443

**Provider name:** Alpha Omega Aged Care Pty Ltd

**Assessment Contact - Desk date:** 28 March 2022

**Date of Performance Report:** 7 June 2022

# Performance report prepared by

G. McNamara, 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.

**Services included in this assessment**

**Home Care:**

* Home Care, Allied Health, Nursing Services, Case Management, 27662, 162 Railway Parade, Cabramatta NSW 2166

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** | **Non-compliant** |
| Requirement 2(3)(a) | Non-compliant |
| Requirement 2(3)(c) | 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 - Desk; the Assessment Contact - Desk report was informed by review of documents and interviews with staff, consumers/representatives and others
* the provider’s response to the Assessment Contact - Desk report received 4 May 2022.

# STANDARD 2 NON-COMPLIANT 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

While consumers and representatives interviewed generally expressed satisfaction with assessment and planning processes and their involvement in the process, the service did not adequately demonstrate that assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of care and services.

While some assessments and care documents sampled lacked some detail, consumers were satisfied with care and services and support workers showed an understanding of the individual needs of the consumers they support, including consumers’ potential risks. There was evidence of specialist assessments to assist in identifying certain risks, including falls (occupational therapy) and pain (physiotherapy).

However, the service could not effectively demonstrate that all risks identified during the assessment process are considered and further investigated to inform the safe delivery of care. The service could not demonstrate what information is provided to the support staff to ensure they are aware of the services needed and the risks associated with the care of the consumer.

The service demonstrated that the assessment and planning is done in partnership with the consumer and with others the consumer wishes to be involved. There was evidence of the involvement of other organisations and services involved in the care of the consumer.

The Quality Standard is assessed as Non-compliant as one (1) of the two requirements assessed has been assessed as Non-compliant. A Non-compliant finding on one or more requirements results in the Quality Standard being assessed as Non-compliant.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Non-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 Assessment Team found that the service did not adequately demonstrate that assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of care and services. Consumers and representatives interviewed expressed satisfaction with assessment and care planning processes. Two support worker commented that they take their instruction from the consumer and another said they receive instructions through an application on their mobile telephone. Whilst support workers offered mixed feedback about the method and level of detail of consumer information provided, all were familiar with the service needs of their consumers. The service could not demonstrate what information is provided to the support staff to ensure they are aware of the services needed and the risks associated with the care of the consumer.

In relation to one consumer the service could not demonstrate that information on their falls risk or the risks associated with his medication was used to guide care and services or that support worker was aware of that consumer’s risk of excessive bleeding. In its written response the approved provider noted that a falls risk screening had been undertaken in July 2021 with no falls since then, and stated this was noted in case notes. It noted their spouse was always present and manages their medication, but noted that steps were to be undertaken to update this responsibility in care documentation. It also noted that the information about risk of bleeding had now been made available to care staff.

In relation to another consumer there was no falls risk assessment even though the consumer was identified as having an unsteady gait, and no validated pain assessment had been undertaken even though the consumer had been identified as having pain. That consumer was also identified as incontinent day and night but there was no continence assessment or skin integrity assessment. In its written response the approved provider stated that clinical reviews had since been undertaken to address these measures.

For another consumer there was no evidence of care instructions or strategies being provided to support staff to manage their high falls risk and to ensure syringes are disposed of correctly, and that the consumer’s use of a remedial massage clinic to manage pain and use of a mechanical aid (massage gun) to assist with pain management at home was not in that consumer’s assessment or care plan. In its written response the approved provider was able to demonstrate that appropriate information was in place, that a remedial massage clinic was not being used and the consumer managed their own situation adequately.

I am satisfied with that information regarding that consumer. I am also satisfied that all staff have access to assessment and planning policies and procedures and that there was evidence of specialist assessments to assist in identifying certain risks, including falls and pain. However, for other consumers the service could not effectively demonstrate that all risks identified during the assessment process are considered and inform the delivery of care. The service could not demonstrate that guidance is provided to support staff, outlining the needs, services and risks. While care management staff advised that this information is verbally given, the feedback from support staff was variable on the information they received.

The service advised that a new process has been implemented whereby clinical staff attend the Level 3 and Level 4 assessments and reviews, along with the care manager, to ensure that clinical oversight is provided from the outset. The service is working through the assessments and planned to have all clinical oversight of all consumers by the end of April 2022. Management reported improvements in the assessment process with the use of validated clinical assessment tools to collect greater detail and prompt further investigation of consumers’ clinical care needs and risks. However, the use of these was not always evident when indicated. In its written response the approved provider noted that this process continued and would be completed by the end of May 2022, having been impacted by COVID.

While I acknowledge these improvements and the other measures put in place by the approved provider, I consider these improvements will take time to become embedded and for the approved provider to demonstrate their sustainability.

I find that at the time if the Quality Audit this requirement was Not Compliant.

### Requirement 2(3)(c) Compliant

*The organisation demonstrates that assessment and planning:*

1. *is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer’s care and services; and*
2. *includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.*

Consumers and representatives said they were involved in the assessment, planning and review of care and services. Staff described how consumers and representatives nominated by the consumer are involved in the consumer’s assessment and planning process The service demonstrated assessment and planning is based on a partnership with the consumer, representative and other professionals and agencies such as occupational therapists, podiatry and physiotherapy.

I find this requirement Compliant.

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

### Requirement 2(3)(a)

*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.*

* Ensure that, for all consumers, assessment and planning includes consideration of risks to the consumer’s health and well-being and informs the delivery of safe and effective care and services.