Performance

Report

**1800 951 822**

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| Name of service: | Ananda Aged Care Findon |
| Service address: | 2 Malken Way FINDON SA 5023 |
| Commission ID: | 6861 |
| Approved provider: | K N H Nominees Pty Ltd |
| Activity type: | Assessment Contact - Site |
| Activity date: | 9 August 2023 |
| Performance report date: | 31 August 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 Ananda Aged Care Findon (**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.

The provider did not submit a response to the assessment team’s 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 |

Findings

Requirement (3)(a) was found non-compliant following an Assessment Contact undertaken on the 12 April 2023 as each consumer was not provided with effective personal care tailored to their needs. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Reviewed fluid restriction processes and commenced a fluid jug monitoring regime across 24 hours.
* Provided training to staff on recognising signs of dehydration, responsive behaviours and Dementia Australia training sessions. Clinical staff attended dedicated clinical workshops which included discussions on clinical indicators, incidents, falls management and prevention strategies.
* Updated the summary report and analysis incident data which now includes additional categories of refusal of care and refusal of medications.

At the Assessment Contact undertaken on the 9 August 2023, care files sampled demonstrated consumers receive safe and effective care in relation to fluid restrictions, behaviour, wounds, falls and pain, with consumers’ preferences, needs and goals considered. Care files also evidenced involvement of medical officers and allied health specialists in consumers’ care. Staff described best practice in relation to clinical care for wounds, falls, behaviours and fluid restriction, and said policies and procedures are accessible to guide them. Consumers and representatives interviewed said consumers get safe and effective personal and clinical care, including in relation to behaviour, wound and pain management.

For the reasons detailed above, I find requirement (3)(a) 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)