Performance

Report

**1800 951 822**

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| Name of service: | Arcare Knox |
| Service address: | 478 Burwood Highway WANTIRNA SOUTH VIC 3152 |
| Commission ID: | 4052 |
| Approved provider: | Arcare Pty Ltd |
| Activity type: | Assessment Contact - Site |
| Activity date: | 9 August 2023 |
| Performance report date: | 6 September 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 Arcare Knox (**the service**) has been prepared by C Spiller, 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.

The report also specifies any areas in which improvements must be made to ensure the Quality Standards are complied with.

# 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 staff, consumers/representatives and others.

# 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)(b) | Effective management of high impact or high prevalence risks associated with the care of each consumer. | Compliant |

Findings

The Assessment Team conducted an unannounced Assessment Contact at the service on 9 August 2023 to assess its performance against Requirements 3(3)(a) and 3(3)(b) of the Quality Standards.

All interviewed consumers and representatives feedback demonstrates a holistic approach and effective assessment, management, monitoring and review of consumers’ skin integrity, wounds and pain with input from a multidisciplinary health team. Overall, care files reviewed for consumers identified as subject to restrictive practices demonstrated behaviour support plans were completed and consent forms were obtained. Whilst the majority of representatives interviewed said they are aware of the psychotropic medications their consumers are receiving, some representatives said they have not received an explanation of the adverse effects and/or associated risks. Management and staff described consumers’ individualised personal and clinical care strategies tailored to their needs and preferences. A suite of policies and procedures is accessible to guide staff in clinical and personal care delivery in line with best practices.

All interviewed consumers and/or their representatives expressed satisfaction with how consumers’ high-impact and high-prevalence risks are effectively identified and managed. The care file review for these consumers demonstrates the effective planning and implementation of preventative strategies to mitigate consumers’ risks such as unplanned weight loss, falls, pressure injuries, medications and diabetes complications. Management and staff explained how risks are assessed and addressed holistically in consultation with consumers and/or their representatives, general practitioners, specialists, and allied health practitioners as appropriate. The Assessment Team observed adequate falls alert devices, pressure-relieving equipment, continence aids and linen available and accessible for consumer use. The organisation has work instructions and policies and procedures to guide staff in the assessment and management of consumer risks.

In light of the evidence summarised above, I find the service is compliant with Requirements 3(3)(a) and 3(3)(b).

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