Performance

Report

**1800 951 822**

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| Name: | Baptistcare Moonya |
| Commission ID: | 7064 |
| Address: | 59 Ipsen Street, MANJIMUP, Western Australia, 6258 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 23 April 2024 |
| Performance report date: | 8 May 2024 |
| Service included in this assessment: | Provider: 1595 BaptistCare NSW & ACT  Service: 4592 Baptistcare Moonya |

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 Baptistcare Moonya (**the service**) has been prepared by R Falco, 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 (performance assessment) – site report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers, and representatives; and
* the performance report dated 15 September 2023 for an assessment contact (performance assessment) - site undertaken on 15 August 2023.

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 in August 2023 where it was found not all consumers received safe and effective clinical care in relation to skin integrity and diabetes management. The assessment team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to, education for staff relating to skin integrity and wound management, wound care specialist reviews of consumers to ensure safe and effective wound care, and nurse champions allocated to key areas of clinical care.

Staff caring for consumers were aware of strategies in place to support consumers personal and clinical care needs, and observations showed interventions were in place and used by staff. Documentation showed safe and effective care related to pressure injuries, skin integrity, pain management, diabetes management, falls management and behaviour management. Consumers with wounds were attended to in accordance with care plans and effective pain management strategies assisted consumers experiencing pain. Consumers subject to chemical restraint are discussed at weekly meetings and prior to any introduction of chemical restraint or changes to psychotropic medications. Consumers and representatives were satisfied with the clinical and personal care they receive.

Based on the assessment team’s report, 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 68A of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)