Blue Care Bli Bli Aged Care Facility

Performance Report

20 Lefoes Road   
BLI BLI QLD 4560  
Phone number: 07 5458 2000

**Commission ID:** 5178

**Provider name:** The Uniting Church in Australia Property Trust (Q.)

**Assessment Contact - Site date:** 7 June 2022 to 8 June 2022

**Date of Performance Report:** 8 July 2022

# Performance report prepared by

Dean Saunders, 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.

# Overall assessment of this Service

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| --- | --- |
| **Standard 1 Consumer dignity and choice** | **Non-compliant** |
| Requirement 1(3)(a) | Non-compliant |
| **Standard 3 Personal care and clinical care** | **Non-compliant** |
| Requirement 3(3)(a) | Non-compliant |
| **Standard 7 Human resources** | **Non-compliant** |
| Requirement 7(3)(a) | Non-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 - 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
* the provider’s response to the Assessment Contact - Site report received 24 June 2022

# STANDARD 1 Non-compliant Consumer dignity and choice

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

A decision of Non-compliant in one or more requirements results in a decision of Non-compliant for the Quality Standard.

## Assessment of Standard 1 Requirement

### Requirement 1(3)(a) Non-compliant

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

The Assessment Team identified that a number of consumers were left in a soiled state for lengthy periods of time and that this variously made them feel embarrassed, like they should not have to live that way and that they were stuck in bed and could not get out.

Staff consistently spoke about consumers in a way that indicated respect and an understanding of consumers’ personal circumstances and needs.

Staff however felt they could not maintain the dignity of consumers due to insufficient numbers of staff. They variously described consumers not getting showered when they need to be, an inability to respond adequately to episodes of incontinence, staff being impatient and occasionally rough, and consumers being left in a soiled state.

An instance of consumer hygiene care being provided without closing the consumer door was observed by the Assessment Team.

The approved provider in its response to the assessment contact report did not rebut the findings of the Assessment Team. The provider outlined a number of remedial actions in relation to each deficiency identified by the assessment team which generally involved apologising to the consumer involved, planning ongoing care in a manner that would not allow the deficiency to again occur and monitoring of the improved approach.

The deficiencies identified by the team represent clear non-compliance and are accepted by the provider. Whilst remedial actions have been programmed or undertaken the efficacy of those actions is not yet established and for that reason I consider this requirement non-compliant.

This requirement is non-compliant.

# STANDARD 3 Non-compliant Personal care and clinical care

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

A decision of Non-compliant in one or more requirements results in a decision of Non-compliant for the Quality Standard.

### Assessment of Standard 3 Requirement

### Requirement 3(3)(a) Non-compliant

*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.*

The Assessment Team indicated that some sampled consumers and representatives were satisfied with the personal and clinical care they were receiving. However, a number of consumers, representatives and staff said the delivery of safe and effective care is compromised due to lack of staff available to attend to their care needs in a timely manner.

A named consumer suffered a fall and required hospitalisation. When returned from hospital the consumer suffered a further fall and required further hospitalisation as effective fall management strategies were not implemented in a timely manner.

A named consumer, whose partner is also a consumer, helps them with personal cares as insufficient staff are available to do this. The partner had been assessed as needing a two person assist when transferring. The consumer advised that the partner they assist suffered a fall while they were assisting with cares.

Staff, when interviewed, gave nine examples of consumers not receiving safe and effective clinical or personal care. Some staff gave examples of having to undertake specific care tasks without adequate support and training.

The approved provider in its response addressed each example of compromised care and outlined both specific remedial actions and broader preventative measures in relation to the issues identified.

As the efficacy of remedial actions are yet to be determined I find this requirement is non-compliant for the reason identified by the Assessment Team.

# STANDARD 7 Non-compliant Human resources

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

A decision of Non-compliant in one or more requirements results in a decision of Non-compliant for the Quality Standard.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(a) Non-compliant

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

The Assessment Team concluded that the service was unable to demonstrate the number and mix of members of the workforce deployed enables the delivery and management of safe and quality care and services. The majority of consumers/representatives sampled, reported waiting long periods for staff to respond to call bells and experienced episodes of incontinence due to delays in the provision of hygiene cares and stated they did not believe there was adequate staffing to enable the delivery of safe quality care and services.

Individual consumers gave examples of their care being impacted by insufficient staff.

The majority of staff interviewed stated they did not believe there were enough staff at the service to enable the delivery of safe and quality care and services to consumers. Registered staff stated the service if often short staffed resulting in consumers waiting long periods waiting for staff to respond which can result in episodes of incontinence.

The approved provider in its response to the assessment contact report acknowledges that workforce issues have impacted the service. The approved provider identifies a range of processes, including reduced occupancy, by which it expects this requirement to return to compliance.

For the reasons identified above I find this requirement non-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.

Consumer toileting needs should be attended to in a timely manner to ensure dignity is maintained.

Consumers should receive clinical care tailored to their needs.

Sufficient staff should be deployed to meet consumer needs and deliver quality care to consumers.