Performance

Report

**1800 951 822**

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| Name of service: | Brightwater The Village |
| Service address: | 150 Dundas Road INGLEWOOD WA 6052 |
| Commission ID: | 7415 |
| Approved provider: | Brightwater Care Group Limited |
| Activity type: | Assessment Contact - Site |
| Activity date: | 4 July 2023 |
| Performance report date: | 16 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 Brightwater The Village (**the service**) has been prepared by T Wilson, 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; and
* the provider’s response to the assessment team’s report received 27 July 2023.

# Assessment summary

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| Standard 3 Personal care and clinical care | Non-compliant |

A detailed assessment is provided later in this report for each assessed Standard.

# 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.

* Standard 3 Requirement (3)(a) – Ensure effective strategies are implemented to prevent injuries when consumers’ mobility needs change.

# 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. | Non-compliant |
| Requirement 3(3)(g) | Minimisation of infection related risks through implementing:   1. standard and transmission based precautions to prevent and control infection; and 2. practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics. | Compliant |

Findings

This Standard is non-compliant as one of the two assessed Requirements has been assessed as non-compliant.

The assessment team recommended Requirement (3)(a) as not met as one consumer did not receive skin integrity tailored to their needs and subsequently developed an unstageable wound to their heel. The assessment team also assert whilst improvements have been made more time is required to ensure the practices are embedded and the changes are sustainable.

The consumer had several other health related issues at the time which were being managed and a skin assessment was undertaken, but no strategies were implemented to ensure the consumer did not develop any injuries. Once the injury did develop, strategies were implemented immediately to ensure the injury did not progress further and they would assist with healing.

The assessment team were satisfied with other improvements made in relation to restrictive practice, medication competency, wounds and incontinence associated dermatitis, however, they did state that the service does need time to prove these are effective.

The provider responded on 27 July 2023 acknowledging the skin assessment was not completed and highlighted as soon as the wound was identified strategies were implemented rapidly. The commentary also states that the wound was not missed as implied by the assessment team, it was an embolic event and not a pressure injury.

I have considered both the assessment team’s report and the provider’s response, and I have concluded that as the outcome for the consumer is not positive, I can only agree with the assessment team. The assessment team explained the consumer’s changing needs and mobility, and whilst the skin assessment was undertaken no mitigating strategies were put into place to prevent injury. Whilst I did consider the commentary provided by the provider, they did not include evidence to show that an embolic event had occurred and it could not have been prevented. At the time of the assessment contact, the outcome for the consumer was not looking positive as they were unable to mobilise because of it which reduces the chance of them regaining mobility. The intent of this Requirement is that each consumer gets safe and effective personal and clinical care and in this case they did not appear to.

For the reasons detailed above, I find Requirement (3)(a) in Standard 3 personal care and clinical care non-compliant.

**In relation to Requirement (3)(g)**

Consumers and representatives confirmed they are satisfied with the processes the service has in place to minimise the risk of infections. Documentation showed the service has an outbreak plan and staff have received the appropriate training to manage infection. Staff were observed using infection prevention measures and there was adequate personal protective equipment throughout the service. Staff could describe the steps they take to minimise antibiotic resistance and monthly reports show that the service tracks infections to minimise antibiotic usage.

For the reasons detailed above, I find Requirement (3)(g) 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)