Bupa Croydon

Performance Report

122-124 Maroondah Highway
CROYDON VIC 3136
Phone number: 03 9725 0111

**Commission ID:** 4279

**Provider name:** Bupa Aged Care Australia Pty Ltd

**Assessment Contact - Site date:** 1 August 2022 to 2 August 2022

**Date of Performance Report:** 01 September 2022

# Performance report prepared by

David Lee, 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

|  |  |
| --- | --- |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(g) | Compliant |
| **Standard 8 Organisational governance** |  |
| Requirement 8(3)(d) | 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 18 August 2022.

# A picture containing text, invertebrate, hydrozoan  Description automatically generatedSTANDARD 3 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

One requirement under this Quality Standard was assessed and found Compliant.

An overall rating for the Quality Standard is not provided as not all requirements have been assessed.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(g) Compliant

*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.*

The Assessment Team found the service has effective infection minimisation practices to prevent and control infections. Consumers and representatives expressed satisfaction with how the service managed its most recent COVID-19 outbreak. Staff confirmed they have received training in infection minimisation strategies including infection control and managing COVID-19.

The service has appropriate antibiotic prescribing processes to support optimal consumer care. COVID-19 positive consumers are assessed by medical officers and commenced on antivirals. For example, a consumer with COVID-19 whose health deteriorated was appropriately prescribed antibiotic therapy to manage their deteriorating condition and recovery.

The Assessment Team observed staff and visitors consistently following the service’s check-in procedures. Staff were observed by the Assessment Team to follow current personal protection equipment (PPE) guidelines, wearing masks, and using hand sanitisers.

In making my decision I have considered the Assessment Team’s report. The Approved Provider demonstrated good infection practices and appropriate antibiotic prescribing processes. Based on the evidence provided I consider the approved provider demonstrated compliance with this requirement. I therefore, find this Requirement Compliant.

# A picture containing text, invertebrate, hydrozoan  Description automatically generatedSTANDARD 8 Organisational governance

### Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

### Organisation statement:

1. The organisation’s governing body is accountable for the delivery of safe and quality care and services.

## Assessment of Standard 8

One requirement under this Quality Standard was assessed and found Compliant.

An overall rating for the Quality Standard is not provided as not all requirements have been assessed.

## Assessment of Standard 8 Requirements

### Requirement 8(3)(d) Compliant

*Effective risk management systems and practices, including but not limited to the following:*

1. *managing high impact or high prevalence risks associated with the care of consumers;*
2. *identifying and responding to abuse and neglect of consumers;*
3. *supporting consumers to live the best life they can*
4. *managing and preventing incidents, including the use of an incident management system.*

The Assessment Team found the service has effective risk management systems and practices to manage high-impact risks associated with the care of consumers.

The service has appropriate policies and processes to identify abuse and neglect of consumers. The service leverages an incident management system, to record, analyse and address risks to consumers. The service has systems to monitor risks such as falls, pressure injuries, skin tears, medication incidents and infections. The service identifies risks to understand the cause of incidents and proactively takes steps to reduce and prevent further harm to consumers and improve its care and services. For example, the service required staff to complete their medication competencies after an analysis of the service’s medication incidents.

In making my decision I have considered the Assessment Team’s report. The Approved Provider demonstrated effective risk management systems in place to reduce risks such as the transmission of infections. Based on the evidence provided I consider the approved provider demonstrated compliance with this requirement. I therefore, find this Requirement Compliant.

# 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, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.