Bupa Greensborough

Performance Report

264 Diamond Creek Road
GREENSBOROUGH VIC 3088
Phone number: 03 9434 6100

**Commission ID:** 3677

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

**Assessment Contact - Site date:** 28 June 2022 to 29 June 2022

**Date of Performance Report:** 20 July 2022

# Performance report prepared by

Vanessa Stephens, 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)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | 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.

# STANDARD 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

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(a) 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 service demonstrated that each consumer receives personal and clinical care that is effective and safe, optimises their health and well-being, is tailored to their needs and is best practice.

Most the sampled consumers considered that they receive personal care and clinical care that is safe and right for them. Representatives interviewed are satisfied that they receive regular communication from the service and the medical practitioner.

The Assessment Team found that sampled care planning documents demonstrated wound care, skin integrity and pain is managed to meet the individual needs of consumers and is aligned with best practice principles. Consumers who require restrictive practices are assessed, monitored, and reviewed according to regulatory requirements. Consultation with representatives occurs. The Assessment Team observed regular nurse practitioner reviews in consultation with the medical practitioner.

### Requirement 3(3)(b) Compliant

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

The service demonstrated that high impact or high prevalence consumer risks are effectively managed. The Assessment Team viewed falls prevention and management documentation for sampled consumers and found the risks posed by falls are effectively managed. Care planning documents that reflect diabetic management are assessed and reviewed in consultation with the consumer, their representative and general practitioner. Strategies and directives are in place to manage out-of-range blood sugar levels.

The service has clinical policies, procedures, guidelines, and flow charts to direct assessment and care planning. Staff receive online training annually and face-to-face workshops and toolbox training to support clinical practice in assessment, care planning, and documentation.

# STANDARD 7 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

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(a) 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 service demonstrated the workforce is planned to ensure a suitable mix of skills and staff numbers in various roles to enable the delivery of safe and effective care and services. Overall, consumers and/or their representatives and sampled staff members were satisfied with the number and mix of staff at the service. Management stated that recruitment remains ongoing to ensure the service has access to a consistent pool of permanent and casual staff. A review of the rosters demonstrated that shifts are covered, and call bell audits illustrated a timely response to calls.

# 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.