Performance

Report

**1800 951 822**

Agedcarequality.gov.au

|  |  |
| --- | --- |
| Name: | Coastal Waters Aged Care |
| Commission ID: | 0583 |
| Address: | 100 The Wool Road, Worrowing Heights, New South Wales, 2540 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 10 October 2023 |
| Performance report date: | 22 November 2023 |
| Service included in this assessment: | Provider: 1599 RSL Care RDNS Limited  Service: 5456 Coastal Waters Aged Care |

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 Coastal Waters Aged Care (**the service**) has been prepared by G Cherry, 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 (performance assessment) – site report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives, and others,

# Assessment summary

|  |  |
| --- | --- |
| Standard 3 Personal care and clinical care | Not applicable as not all requirements 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

|  |  |  |
| --- | --- | --- |
| Personal care and clinical care | |  |
| Requirement 3(3)(b) | Effective management of high impact or high prevalence risks associated with the care of each consumer. | Compliant |

Findings

The Quality Standard was not fully assessed. One requirement was assessed and found compliant.

Previously the service did not demonstrate effective management of risks relating to consumers’ clinical care specifically blood pressure monitoring. Medical officer directives were not consistently recorded to guide staff in effective management, and where directives exist (and readings exceeded parameters) staff did not escalated risks to medical officers. Responsive actions include recruitment of 2 additional care managers to assist with management/balance workloads and regular communication with registered nurses, review medical officer directives to ensure currency and implement monitoring to ensure sustained compliance.

Sampled consumers/representatives gave positive feedback relating to consumer’s clinical care, noting satisfaction of staff knowledge regarding mitigation strategies to manage high impact/prevalence risks. Consumers consider staff support them regarding appropriate pain relief and falls management and review of documents detail effective mitigation/management strategies. Management personnel demonstrate effective processes to identify and manage risk, including maintenance of a recording document detailing relevant consumer information to guide care delivery. Examples of appropriate management were demonstrated in relation to changed/unmet behavioural needs, falls, wound and pain management, complex clinical care and diabetes management. When needed, referrals are made to specialist services to direct/guide care. Interviewed staff demonstrate sound knowledge of strategies/interventions for individual consumers, falls result in immediate clinical review to identify causal factors and prevent/minimise reoccurrence. A multidisciplinary approach to falls prevention and strategies include exercise classes, promoting a hazard free environment, footwear and mobility assessments. Pain relief is provided prior to staff attending to potentially painful care and non-pharmacological methods support pain management. Management advised further adjustment to clinical management positions resulted in a clinical nurse specialist and lead to support the management team. The assessment team note while mostly appropriate diabetes management occurs, documentation contained some conflicting information to which management personnel committed a review. Clinical staff demonstrate an understanding of pressure injury care, skin care and management of complex wounds and processes to ensure referral to wound specialists when required. Policy and procedural documentation guide staff in organisational expectations.

1. The preparation of the performance report is in accordance with section 68Aof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)