Performance

Report

**1800 951 822**

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| Name of service: | Eldercare Allambi |
| Service address: | 86 Oaklands Road GLENGOWRIE SA 5044 |
| Commission ID: | 6183 |
| Approved provider: | Eldercare Australia Ltd |
| Activity type: | Assessment Contact - Site |
| Activity date: | 14 August 2023 |
| Performance report date: | 06 September 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 Eldercare Allambi (**the service**) has been prepared by R Beaman, 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.

# 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 and representatives; and
* the Performance Report dated 8 June 2023 for a Site Audit undertaken from 2 May 2023 to 4 May 2023.

The approved provider did not submit a response to the assessment team’s report.

# Assessment summary

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

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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. | Compliant |

Findings

Requirement (3)(a) was found non-compliant following a Site Audit undertaken from 2 May 2023 to 4 May 2023 where it was found the service did not demonstrate consumers receive safe and effective care, specifically related to use of chemical restraint before trialling behaviour management strategies and documentation errors with medication incidents. The assessment team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* A medication management audit conducted with improvements implemented as a result which included:
  + Checking medication sachets against medication orders.
  + Signing for all medication orders and removing the provision for a single signature for packed medications.
* Review of the medication management procedure and medication incident procedure to ensure each consumer receives safe administration based on best practice.
* Training in medication management which included medication errors, time-sensitive medications, warfarin, crushing medications, administration of as required medications, insulin administration and psychotropic medications.
* Implementation of a psychotropic medication documentation template to guide staff on the legislative requirements of as required medications.

At the Assessment Contact undertaken on 14 August 2023, policies and procedures were found to be available to guide staff practice and care documentation showed consumers receive safe and effective clinical care. While care documentation did not always describe tailored strategies prior to administration of as required psychotropic medications, staff described strategies implemented for identified consumers, and knew the legislative requirements and changes implemented to improve psychotropic medication management. Consumers and representatives expressed satisfaction with the personal and clinical care provided to consumers, and feel it is tailored to their needs, best practice and optimises their health and well-being.

For the reasons detailed above, I find requirement (3)(a) 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)