Embracia in Reservoir

Performance Report

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**Commission ID:** 3563

**Provider name:** Embracia Victoria Pty Ltd

**Assessment Contact - Site date:** 3 August 2022 to 4 August 2022

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

# Performance report prepared by

Daniela Fekonja, 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 |
| **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.

# 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.*

Consumers and representatives provided positive feedback regarding the provision of personal and/or clinical care that was best practice, tailored to their needs and optimised their health and well-being.

Documentation demonstrated effective processes in relation to pain management, skin integrity and restrictive practices.

All clinical staff interviewed demonstrated detailed knowledge of consumer care needs including principles of best practice regarding restrictive practices, pain management and skin integrity.

The Assessment Team observed clinical staff providing care in line with documented consumer care needs.

Based on the information provided I find the service Compliant with this Requirement.

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

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

The service demonstrated high impact or high prevalence risks related to personal care and clinical care are identified, documented and managed effectively.

At interview, staff identified risks for identified consumers and displayed a thorough knowledge of specific risks for two consumers and planned actions to minimise these risks.

Staff interviews and documentation demonstrated the service identifies and manages risks to consumers associated with changed behaviours, falls and diabetes.

Based on the information provided I find the service Compliant with this Requirement.

# 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 the appropriate skill mix and number of staff in various roles are maintained to enable the delivery of safe and quality care and services.

Consumers and representatives stated there is sufficient staff to provide care and services. While consumers noted that staff appear rushed at times, this does not impact their care.

Staff reported the staffing level is sufficient for the current cohort of consumers in the different households.

A review of the rosters demonstrated vacant shifts are filled whenever possible. Where vacant shifts are unable to be filled, management and staff work cooperatively to ensure consumers receive quality care and services.

Based on the information provided I find the service Compliant with this Requirement.

# STANDARD 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

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

## 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 service demonstrated the organisation’s risk management framework. Risks are reported, escalated and reviewed by management at the service level and by the organisation’s executive management, including the Board.

Staff undergo training, consistent with their roles within the service, in responding to elder abuse.

The service supports consumers to make choices including undertaking activities of risk.

The service demonstrated components of the risk management system including incident reports, audits, and meetings with consumers, representatives and staff.

Based on the information provided I find the service Compliant with this Requirement.

# 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.