

**Performance Report**

**1800 951 822**

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| Name: | Eyre Peninsula Old Folks Home |
| Commission ID: | 6046 |
| Address: | 26 Flinders Highway, PORT LINCOLN, South Australia, 5606 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | 27 November 2024 |
| Performance report date: | 9 December 2024 |
| Service included in this assessment: | Provider: 174 Eyre Peninsula Old Folks Home Inc Service: 4063 Eyre Peninsula Old Folks Home |

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 Eyre Peninsula Old Folks Home (**the service**) has been prepared by M Glenn, 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 (performance assessment) – site report, which was informed by a site assessment, observations at the service, review of documents and interviews with consumers/representatives, staff and management;
* an email from the provider received 5 December 2024 accepting the Assessment Team’s report; and
* a performance report dated 29 January 2024 for a site audit undertaken 21 November 2023 to 23 November 2023.

# Assessment summary

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| Standard 2 Ongoing assessment and planning with consumers | Not fully 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 2

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| Ongoing assessment and planning with consumers |  |
| Requirement 2(3)(a) | Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services. | Compliant |

Findings

Requirement (3)(a) was found non-compliant following a site audit undertaken in November 2023 as assessment and planning processes did not consistently consider risk to inform safe delivery of care and services. In response to the non-compliance, the provider has implemented a range of improvement actions, including, but not limited to, updated/reviewed wound and pain management policies and procedures; assigned a dedicated registered nurse to perform weekly wound assessments and reviews; established a contract with a wound specialist company and created clear referral pathways; staff training on wound and pain management; regular pain audits; and a thorough review of risk management processes, encompassing dignity of risk assessments and high impact or high prevalence risks.

At the assessment contact in November 2024, consumers/representatives expressed satisfaction with the care and services provided. They confirm regular involvement in assessment and planning processes and said where risks are identified, appropriate strategies are implemented. Initial and ongoing assessment processes assist to identify risks to consumers’ health and wellbeing, and inform delivery of safe and effective care and services. Care files evidence use of validated assessment tools to identify risk, with strategies to mitigate risks communicated through individualised care plans. Care files evidence implementation of effective, individualised management strategies relating to falls, activities consumers choose to partake in which include an element of risk, pain, wounds, and restrictive practices. Care files also evidence involvement of general practitioners and allied health professionals in assessment and planning of consumers’ care, including where risks are identified. Staff described assessment and planning procedures and processes used to identify individual consumer risks on admission and on an ongoing basis.

I find requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers compliant.

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)