Performance

Report

**1800 951 822**

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| Name of service: | Fullarton Residential Care |
| Service address: | 345 Fullarton Road FULLARTON SA 5063 |
| Commission ID: | 6093 |
| Approved provider: | Southern Cross Care (SA NT & VIC) Incorporated |
| Activity type: | Assessment Contact - Site |
| Activity date: | 29 August 2023 |
| Performance report date: | 21 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 Fullarton Residential Care (**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 - 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.

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 |
| **Standard 7** Human resources | **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)(b) | Effective management of high impact or high prevalence risks associated with the care of each consumer. | Compliant |
| Requirement 3(3)(d) | Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner. | Compliant |

Findings

Systems and processes are in place to identify, monitor and effectively manage consumers who have high impact or high prevalence risks, such as falls, behaviour, and impaired skin integrity. Documentation showed high impact or high prevalence risks are screened on admission, with interventions and recommendations from specialists incorporated into care plans. Staff described how they monitor and minimise risks to consumers, and clinical staff monitor staff practices through observations and reviewing progress notes daily. Consumers were satisfied with the care they received and confirmed staff have identified risks, such as falls, pain and skin integrity, and implemented strategies to minimise risks.

Staff described the steps taken when consumers’ mental health, cognitive or physical functions deteriorated, and the process for escalating concerns, such as changes in the clinical condition of consumers. Documentation showed the identification and response to a deterioration in consumers’ condition is done in a timely manner. Consumers and representatives expressed satisfaction with the responsiveness of staff towards a deterioration in consumers’ condition.

For the reasons detailed above, I find requirements (3)(b) and (3)(d) in Standard 3 Personal care and clinical care compliant.

# Standard 7

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| --- | --- | --- |
| Human resources | |  |
| Requirement 7(3)(c) | The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. | Compliant |

Findings

Staff described completing onboarding and induction processes, with supervision and support via buddy shifts, ongoing guidance, and continuous training. Staff know how to access policies and procedures online, as well as opportunities for additional professional development through organisational programs, such as the carer to clinical pathways. Systems and processes are in place to screen qualifications and ongoing registrations, and to ensure compliance with mandatory training competencies specific to each role. Consumers said they felt confident in staff abilities, stating staff were competent with the necessary skills to undertake their roles.

For the reasons detailed above, I find requirement (3)(c) Standard 7 Human resources 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)