Performance

Report

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| Name: | Gallipoli Home |
| Commission ID: | 1071 |
| Address: | 11 Gelibolu Parade, Auburn, New South Wales, 2144 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 10 January 2024 |
| Performance report date: | 8 February 2024 |
| Service included in this assessment: | Provider: 6914 Gallipoli Health Services Limited  Service: 22921 Gallipoli 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 Gallipoli Home (**the service**) has been prepared by T Solomon, 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

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| Standard 3 Personal care and clinical care | Not Applicable |

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(3)(a) was found to be non-compliant at a previous assessment. Since that time the Approved Provider implemented actions to address the non-compliance.

The service demonstrated that consumers get safe and effective personal care and/or clinical care tailored to their needs and preferences, which is best practice. Consumers and/or representatives provided positive feedback about the clinical care and staff practices around their care management. For consumers with wounds, falls management, pressure injuries, restrictive practices, pain management, and complex care needs, the documentation reviewed showed that the care provided aligned with each consumer's care plan and best practices.

Strategies suggested by the health professionals are implemented and used to prevent falls or reduce the risk of falls, including bed and chair exit sensors, hip protectors, crash mats, appropriate footwear, regular toilet schedules, and increased monitoring and welfare checks. The effectiveness or ineffectiveness of implemented strategies are recorded and evident in consumer files. Staff consistently follow the required observations according to the service's post falls directive, and when appropriate, a review is conducted by both the medical officer and the physiotherapy team.

Consumers experiencing complex pain are managed effectively with appropriate pain assessments, monitoring and provision of interventions as required. Consumers are regularly reviewed by the clinical staff, medical officer, and multidisciplinary team to review their pain management and, when needed, introduce new strategies to manage pain effectively. All recommended strategies are documented in their care and service documents and are currently in place. Clinical and care staff demonstrated knowledge of consumers who experience pain and were able to describe how they recognise signs and symptoms of pain, and how they report and manage the pain when it occurs.

For consumers with compromised skin integrity, chronic wounds and pressure injuries, progress notes, wound monitoring charts, and pressure area care charts confirmed that staff was providing appropriate wound and pressure area care according to the consumers' care plan. Strategies to prevent pressure injuries and deterioration of existing wounds and pressure injuries are currently in place for consumers. Equipment is available to consumers, including air mattresses, air chairs, pressure relieving booties, footstools, and pressure-relieving cushions, and consumers were observed to be using the equipment recorded in their care plan. Care staff are educated about pressure area care, pressure injuries, and how to minimise skin damage, and clinical staff receive training in best practice wound care and management.

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)