Performance

Report

**1800 951 822**

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| Name of service: | Glenarm Nursing Home |
| Service address: | 13 Burgoyne Street KERANG VIC 3579 |
| Commission ID: | 3486 |
| Approved provider: | Kerang District Health |
| Activity type: | Assessment Contact - Desk |
| Activity date: | 16 June 2023 |
| Performance report date: | 6 July 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 Glenarm Nursing Home (**the service**) has been prepared by S Byers, 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 - Desk; the Assessment Contact - Desk 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 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

This requirement was found non-compliant following a Site Audit conducted 31 May 2022 to 3 June 2022, when the service was unable to demonstrate that each consumer received clinical care that is best practice, tailored to their needs and optimises their health and well-being. Documentation demonstrated that the service did not meet best practice guidelines and legislative requirements of informed consent provision for the use of restrictive practice, and practice did not align with the service policy.

In response, the service has implemented several actions which have been effective. The actions include initiating a quality improvement plan to ensure appropriate authorisation is evidenced for use of restrictive practice; reviewing restrictive practice policies and processes and aligning them with best practice and current legislative requirements; including an upgrade from paper based records to an electronic information system in the plan for continuous improvement and enhancing analysis of records management and training and education about restrictive practices.

During the June 2023 Assessment Contact, the service was able to demonstrate appropriate identification of consumers subject to chemical, mechanical and environmental restrictive practice. Documentation reviewed shows evidence of informed consent and up to date individualised behaviour support plans in place with scheduled reviews in line with best practice. The service has a current restrictive practice minimisation policy reflective of the Aged Care Quality and Safety Commission’s legislative requirements to provide guidance to staff and a plan for ongoing staff education. I find Requirement 3(3)(a) is 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)