Performance

Report

**1800 951 822**

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| Name of service: | Hahndorf Residential Care Services |
| Service address: | 1A Main Street HAHNDORF SA 5245 |
| Commission ID: | 6937 |
| Approved provider: | Hahndorf Holdings Pty Ltd |
| Activity type: | Assessment Contact - Site |
| Activity date: | 2 February 2023 |
| Performance report date: | 24 February 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 Hahndorf Residential Care Services (**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 consumers, representatives, staff and management.

The 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)(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

The Assessment Team assessed Requirement (3)(a) in Standard 3 Personal care and clinical care and recommended the Requirement met.

Care files included tailored care for consumers’ personal preference and generally evidenced appropriate management of diabetes, wounds, restrictive practices, falls and specialised clinical care needs. However, for one consumer, actions in relation to blood glucose levels outside acceptable range were not consistently taken in line with directives, for three consumers, wound measurements were not consistently captured and for another consumer, psychotropic medication was not consistently administered as a last resort. No impact to consumers’ health and well-being had been identified as a result and management acknowledged there were opportunities for improvement in relation to these areas. Staff described how they provide care to sampled consumers, in line with their assessed needs and preferences. Additionally staff said they ensure care is delivered in line with best practice processes through use of policies and procedures, additional training, or escalating through referral pathways for review. Overall, consumers sampled indicated staff were familiar with their needs and preferences and worked with them on a personal level to ensure their health and well-being was optimised. Consumers also expressed satisfaction with delivery of personal and clinical care, including management of pain, mobility and diabetes.

For the reasons detailed above, I find Requirement (3)(a) in Standard 3 Personal care and clinical care compliant.

# Standard 7

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| Human resources | |  |
| Requirement 7(3)(a) | 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. | Compliant |

Findings

The Assessment Team assessed Requirement (3)(a) in Standard 7 Human resources and recommended the Requirement met.

The majority of consumers and representatives were satisfied staffing is sufficient to deliver and manage safe and quality care and services and have confidence in the abilities and knowledge of staff. There are processes to ensure the workforce is planned and the number and skills mix enables the delivery of quality care and services. A centralised Human resource rostering team manage a master roster, and there are local processes to ensure the correct allocation of staff, with consideration of skill mix across all areas to meet consumer needs and preferences. There are contingencies and strategies in place for planned and unplanned leave. Established feedback processes, clinical indicators and monitoring of key performance indicators assists the service to review and adjust staffing levels to meet the current care needs and preferences of consumers. Staff said they regularly work with agency staff and have unfilled shifts that can impact on their daily working duties, however, they work hard to ensure this does not impact consumer care.

For the reasons detailed above, I find Requirement (3)(a) in Standard 7 Human resources compliant.

1. The preparation of the performance report is in accordance with section 40A of the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)