Performance

Report

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| Name: | Hamersley Nursing Home |
| Commission ID: | 7773 |
| Address: | 441 Rokeby Road, SUBIACO, Western Australia, 6008 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 25 July 2024 |
| Performance report date: | 9 August 2024 |
| Service included in this assessment: | Provider: 7237 Fresh Fields Management (NSW) Pty Ltd  Service: 4817 Hamersley Nursing 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 Hamersley Nursing Home (**the service**) has been prepared by M Dubovinsky, 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 undertaken on 25 July 2024, which informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others;
* the provider’s response to the assessment team’s report received on 8 August 2024 confirming a formal response will not be provided; and
* a performance report dated 1 May 2024 for an assessment contact undertaken on 14 March 2024.

# Assessment summary

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| Standard 3 Personal care and clinical care | 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 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 |
| Requirement 3(3)(g) | Minimisation of infection related risks through implementing:   1. standard and transmission based precautions to prevent and control infection; and 2. practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics. | Compliant |

Findings

Requirements (3)(a) and (3)(g) were found non-compliant following an assessment contact undertaken in March 2024 where it was found:

* best practice and tailored care to optimise consumers’ health and well-being was not provided in relation to continence and behaviour management, skin integrity monitoring and management, and provision of personal care; and
* staff practices did not promote appropriate antibiotic prescribing and use, and practices were not in line with antimicrobial stewardship principles.

The assessment team’s report provided evidence of actions taken to address deficits identified, including, but not limited to:

* Training and education to all staff on wound care, continence management, pressure injury identification and management, infections, and use of antimicrobials.
* A program of audits to monitor staff compliance with delivering care in accordance with care plans and consumer preferences.
* Posters and leaflets on antibiotic use displayed throughout the service and discussed at representative and staff meetings.
* Audits to monitor infection management and the appropriate use of antimicrobials.

At the assessment contact, the assessment team recommended both requirements as met. The service demonstrated consumers gets safe and effective personal and clinical care that optimises their health and well-being. Consumers were satisfied with the provision of clinical and personal care, and staff described how they deliver personal care consistent with consumers’ preferences. Consumer records viewed demonstrated effective provision of wound care, falls management, unplanned weight loss, diabetes management, bowel management and continence care.

Processes support the minimisation of infection related risks through the implementation of standard and transmission-based precautions to prevent and control infections and practices to promote appropriate antibiotic prescribing. Consumers and representatives were satisfied with infection control practices. Staff said they have been provided training on infection control and responsible use of antibiotics. Consumer records demonstrated staff practices consistent with antimicrobial stewardship principles and effective infection control practices. Antibiotic usage is monitored through audits and reported on to identify opportunities for improvement.

For the reasons detailed above, I find requirements (3)(a) and (3)(g) in Standard 3 Personal care and clinical care 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)