Performance

Report

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| Name: | Healthia |
| Commission ID: | 8240 |
| Address: | 26 Marks Road, Elizabeth South, South Australia, 5112 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | 4 December 2023 |
| Performance report date: | 14 December 2023 |
| Service included in this assessment: | Provider: 1757 Aged Care & Housing Group Inc  Service: 26592 Healthia |

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 Healthia (**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 (performance assessment) – site report was informed by a site assessment, observations at the service, review of documents and interviews with consumers, representatives, staff and management; and
* the provider’s response received 9 December 2023 acknowledging the assessment team’s report.

# Assessment summary

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| Standard 2 Ongoing assessment and planning with consumers | Not applicable as not all requirements have been assessed |
| **Standard 3** Personal care and clinical care | **Not applicable as not all requirements have been assessed** |
| **Standard 4** Services and supports for daily living | **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 2

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| Ongoing assessment and planning with consumers | |  |
| Requirement 2(3)(a) | Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services. | Compliant |

Findings

Assessment and planning is conducted following a collaborative multidisciplinary approach involving all staff engaged in the delivery of care. On entry, an interim care plan is developed and a range of assessments, including validated assessment tools to identify risk, are conducted over a 28 day period. Information gathered from assessment processes is used to create a comprehensive care plan which informs safe and effective care. Assessment processes are also completed through scheduled six monthly care plan reviews, and when consumers’ needs change and/or potential risks are identified. Care files sampled identified risks to consumers’ mental and physical health and well-being, including weight loss, falls, pain, skin integrity, nutrition and dietary needs, behaviours, and restrictive practices, and included personalised strategies to minimise risk of harm. Medical officers and allied health professionals were also noted to be involved in assessment and planning of consumers’ care and service needs. All consumers and representatives sampled said they were involved in the planning of care and said consumers received safe and effective care tailored to their needs and preferences.

Based on the assessment team’s report, I find requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers complaint.

# 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

Each consumer receives safe and effective personal and clinical care, which is best practice, tailored to their needs and optimises their health and well-being. Care files demonstrated provision of safe and effective care relating to skin integrity/wounds, diabetes, medications, including use of psychotropic medications, changed behaviours, and mobility/transfers, and included tailored management strategies. Staff described best practice guidance in relation to clinical care and said they have access to a range of policies and procedures. All consumers and representatives interviewed expressed satisfaction with the personal and clinical care consumers’ receive, including assistance to regain their physical independence, and to undertake their daily lives based on individual preferences. Consumers and representatives confirmed consumers’ personal and clinical care needs are attended to and managed competently.

Based on the assessment team’s report, I find requirement (3)(a) in Standard 3 Personal care and clinical care complaint.

# Standard 4

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| Services and supports for daily living | |  |
| Requirement 4(3)(b) | Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being. | Compliant |

Findings

Care files sampled included information relating to each consumer’s spiritual and emotional needs, interests, important relationships, and life stories to guide staff. All staff encourage consumers to choose, make decisions, and do things that are important to them, enabling independence and quality of life. Multi skilled workers described how they provide emotional support to consumers by encouraging friendship groups between houses, focus on how consumers choose to spend their day, and spend one-to-one time engaging with consumers through conversation, making meals, doing puzzles or games, gardening and supporting external social activities. All consumers and representatives interviewed said consumers feel supported daily, with staff providing wonderful care in relation to their emotional, spiritual, and psychological well-being. Consumers with varied spiritual beliefs, backgrounds and interests said staff spend time with them throughout the day and they feel emotionally supported by staff. One consumer described experiencing a time of extensive personal loss and grief due to their deteriorating health and independence and said being at the service is the best thing, they feel supported by staff and they have now recovered physically, as well as having improved social needs and well-being.

Based on the assessment team’s report, I find requirement (3)(b) in Standard 4 Services and supports for daily living complaint.

# 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 workforce reported sufficient numbers and mix of staff are rostered, and aware staffing is currently above occupancy levels due to the staggered opening of further homes. Rostering is sent through to a central rostering team who undertake trending, such as the use of agency, sick and/or unplanned leave, scheduled leave, hour irregularities, visa hours, and fatigue management to ensure staff who work extended or additional shifts are supported and safe to work. The service’s workforce model centres on multi-skilled care staff who complete a comprehensive five-day program focused on person-centred care, and has a distinct change in workflow, being less task orientated and directed by what consumers want to do and when. Multi skilled workers are responsible for delivering individualised and tailored care and medication management, and undertake daily tasks in partnership with consumers, such as activities, preparing meals, cleaning, and personal laundry. Consumers and representatives interviewed were satisfied there were enough staff, with a good mix of skills and expressed confidence and appreciation of all staff.

Based on the assessment team’s report, I find requirement (3)(a) in Standard 7 Human resources compliant.

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)