Hillside Residential Care Centre

Performance Report

177 Longwood Road
HEATHFIELD SA 5153
Phone number: 08 8339 4815

**Commission ID:** 6176

**Provider name:** Allity Pty Ltd

**Assessment Contact - Site date:** 7 July 2022

**Date of Performance Report:** 27 July 2022

# Performance report prepared by

Michelle Glenn, delegate of the Aged Care Quality and Safety Commissioner.

# Publication of report

This Performance Report **will be published** on the Aged Care Quality and Safety Commission’s website under the Aged Care Quality and Safety Commission Rules 2018.

# Overall assessment of this Service

|  |  |
| --- | --- |
| **Standard 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |

# Detailed assessment

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 Standard and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

The following information has been taken into account in developing this 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 Contact - Site report; and
* a Performance Report dated 9 March 2022 for an Assessment Contact undertaken on 1 February 2022.

# STANDARD 2 Ongoing assessment and planning with consumers

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

The Assessment Team assessed Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers as part of the Assessment Contact. All other Requirements in this Standard were not assessed, therefore, an overall rating of the Standard is not provided.

Requirement (3)(a) in Standard 2 was found Non-compliant following an Assessment Contact undertaken on 1 February 2022 where it was found assessment and planning did not consider risks to consumers’ health and well-being to inform the delivery of safe and effective care and services. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified at the Site Audit and have recommended Requirement (3)(a) met.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Allity Pty Ltd, in relation to Hillside Residential Care Centre, Compliant with Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers. I have provided reasons for my finding in the specific Requirement below.

**Assessment of Standard 2 Requirements**

**Requirement 2(3)(a) Compliant**

*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.*

Requirement (3)(a) was found Non-compliant following an Assessment Contact undertaken on 1 February 2022 where it was found assessment and planning did not consider risks to consumers’ health and well-being to inform the delivery of safe and effective care and services. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* All permanent consumer care plans have been reviewed to assess their needs, preferences and goals.
* Medical directives have been reviewed to ensure they are reflected in relevant care plans.
* Diabetic consumers have been reviewed to ensure care plan reflects their requirements.
* Undertaken bed height assessments for all consumers, including review by the Physiotherapist, to ensure consumers are able to ambulate safely and reduce the risk of falls. This includes use of bed height tags to ensure staff are aware of the correct bed height for each consumer.
* Provided education and training to staff in relation to care plan assessments, bed heights and use of bed height tags, reviewing specialist recommendations and diabetes management.

The Assessment Team provided the following evidence and information collected through interviews and documents which are relevant to my finding in relation to this Requirement:

* Consumers and representatives sampled indicated assessment and planning, including identification of individual risks, had been conducted through regular care plan reviews or when changes to consumers’ care needs occur
* Care files sampled for four consumers demonstrated initial assessments and planning for both permanent and respite consumers is undertaken on entry and on an ongoing basis. Validated assessment tools are also used and assist to identify actual and potential risks to the consumer. Care files sampled were comprehensive and included personalised care and service preferences.
* Staff sampled described assessment and care planning processes and how they inform the care and services delivered to consumers. Two care staff said care plans provide them with sufficient and detailed information to assist them to provide safe and effective care to consumers.

For the reasons detailed above, I find Allity Pty Ltd, in relation to Hillside Residential Care Centre, Compliant with Requirement (3)(a) in Standard 2 Ongoing assessment and planning with consumers.

# STANDARD 3 Personal care and clinical care

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

The Assessment Team assessed Requirement (3)(a) in Standard 3 Personal care and clinical care as part of the Assessment Contact. All other Requirements in this Standard were not assessed, therefore, an overall rating of the Standard is not provided.

Requirement (3)(a) in Standard 3 was found Non-compliant following an Assessment Contact undertaken on 1 February 2022 where it was found each consumer did not receive safe and effective care that is best practice, tailored to their needs and optimises their health and well-being. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified at the Site Audit and have recommended Requirement (3)(a) met.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report and based on this information, I find Allity Pty Ltd, in relation to Hillside Residential Care Centre, Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care. I have provided reasons for my finding in the specific Requirement below.

**Assessment of Standard 3 Requirements**

**Requirement 3(3)(a) Compliant**

*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.*

Requirement (3)(a) was found Non-compliant following an Assessment Contact undertaken on 1 February 2022 where it was found each consumer did not receive safe and effective care that is best practice, tailored to their needs and optimises their health and well-being. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Reviewed the restrictive practices and authorisation form.
* Provided education to staff on restrictive practices and legislative requirements and what is required when a consumer is on chemical restraint.
* Collaborated with a Clinical pharmacy organisation and Medical officers to improve knowledge and strengthen relationships.
* Education sessions provided to Medical officers in relation to restrictive practices and conducted audits to ensure Medical officers have reviewed and updated licensed diagnosis in accordance with legislation.

The Assessment Team provided the following evidence and information collected through interviews, observations and documents which are relevant to my finding in relation to this Requirement:

* Overall, consumers sampled considered that they receive personal care and clinical care that is safe and right for them and reflects their needs. Consumers expressed satisfaction with provision of care, including management of pain. However, one representative was not satisfied the consumer’s hearing aids were consistently in place or with management of pressure injuries.
* The service demonstrated each consumer receives safe and effective clinical care that is best practice, tailored to their needs or optimises health and well-being.
* Care files sampled reflected individualised care, tailored to each consumer's needs. A range of monitoring tools and assessments had been completed on entry and on an ongoing basis and were used to identify each consumer’s personal and/or clinical needs and preferences.
* Care files sampled demonstrated appropriate management of wounds, behaviours, pain and falls. Medical officers and Allied health specialists had been involved in consumers’ care, based on clinical assessed needs
* Staff were familiar with consumers’ care needs and described strategies to manage pain, behaviours, wounds and complex care needs, in line with consumers’ preferences and assessed needs.

For the reasons detailed above, I find Allity Pty Ltd, in relation to Hillside Residential Care Centre, Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care.

# 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, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.