Juniper Elimatta

Performance Report

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**Commission ID:** 7098

**Provider name:** Uniting Church Homes

**Assessment Contact - Site date:** 11 May 2022

**Date of Performance Report:** 24 June 2022

# Performance report prepared by

Rebecca Beaman, 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(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 report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

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 staff, consumers/representatives and others;
* the Approved Provider’s response to the Assessment Contact - Site report received 31 May 2022; and
* the Performance Report dated 20 August 2021 for the Site Audit undertaken from 25 May 2021 to 26 May 2021.

# 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 purpose of this Assessment Contact was to assess the service’s performance in relation to Requirements (3)(a) and (3)(b) in this Standard. These Requirements were found e Non-compliant following a Site Audit conducted on 25 May 2021 to 26 May 2021 where it was found the service was not providing oral and dental hygiene and not managing high impact or high prevalence risks associated with consumers care, including pressure injuries and wounds.

The Assessment Team found at the Assessment Contact on 11 May 2022 that actions and improvements to rectify these deficiencies have been effective and the service was able to demonstrate personal and clinical care and management of high impact or high prevalence risks to consumer care are managed effectively.

I have considered the Assessment Team’s finding and the evidence documented in the Assessment Team’s report and find Requirements (3)(a) and (3)(b) in this Standard to be Compliant. I have provided reasons for my finding in the specific Requirements below.

All other Requirements in this Standard were not assessed, therefore, an overall rating for the Quality Standard is not provided.

### 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.*

This Requirement was found Non-compliant following a Site Audit conducted on 25 May 2021 to 26 May 2021 where it was found personal and clinical care was not being delivered in line with best practice, specifically regarding oral health and dental hygiene. The Assessment Team found at this Assessment Contact, actions and improvements to rectify these deficiencies had been implemented, including (but not limited to):

* Education to all staff around oral health and providing appropriate oral care to consumers.
* Review and observation of staff practice in relation to the delivery of oral health for consumers to ensure it is in line with best practice.

The Assessment Team found through interviews, observation and review of documents that the service was able to demonstrate consumers receive safe and effective personal and clinical care that is in line with best practice, tailored to their needs and optimises their health and well-being. The Assessment Team provided the following evidence and information for sampled consumers to support my finding:

* The service effectively manages and monitors the risks associated with consumers’ clinical and personal care, including falls, pain and oral care.
* Three care plans sampled reflected individualised care that is tailored to consumers’ specific needs, goals and preferences.
* Three consumers provided feedback indicating they were satisfied that the care they received was safe and specific to them.
* Staff interviewed were able to describe the processes they follow to deliver care that is safe for each consumer and tailored to their needs.
* The organisation has a policy and procedure framework for management of oral and dental hygiene to ensure timely response is activated, immediate action taken to reduce risk and following investigation, learnings are applied in the clinical care setting.

For the reasons detailed above, I find Uniting Church Homes, in relation to Juniper Elimatta, to be Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care.

### Requirement 3(3)(b) Compliant

*Effective management of high impact or high prevalence risks associated with the care of each consumer.*

This Requirement was found Non-compliant following a Site Audit conducted on 25 May 2021 to 26 May 2021 where it was high impact or high prevalence risks were not effectively managed, specifically regarding skin integrity and pressure injuries. The Assessment Team found at this Assessment Contact, actions and improvements to rectify these deficiencies had been implemented, including (but not limited to):

* Education for staff in relation to foot care with learning outcomes, including understanding how to perform a basic assessment of consumers’ feet and providing comprehensive foot care, understanding the importance of assessing and monitoring foot health and how to report concerns.
* Review of care plans to ensure allied health recommendations are documented.

The Assessment Team found through interviews, observation and review of documents that the service was able to demonstrate it effectively manages the high impact or high prevalence risks associated with consumer care. The Assessment Team provided the following evidence and information for sampled consumers to support my finding:

* Four consumers’ care documentation, including care plans, incident forms, progress notes and charting showed pressure injuries, falls and pain for each of the sampled consumers was managed effectively.
* Three consumers interviewed were satisfied they receive safe and effective care and their individual health issues and risks associated with those were managed well.
* Consumers’ high impact or high prevalence personal and clinical care issues are identified on handover documentation to inform appropriate and accurate care and service delivery
* High impact or high prevalence risks to consumers’ care are monitored through the clinical reporting system and multi-disciplinary meetings.
* Minutes reviewed showed high impact or high prevalence risks associated with consumers sampled by the Assessment Team were discussed at recent clinical meetings.

For the reasons detailed above, I find Uniting Church Homes, in relation to Juniper Elimatta, to be Compliant with Requirement (3)(b) in Standard 3 Personal care and clinical care.

# STANDARD 7 Human resources

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

The Assessment Team assessed Requirement (3)(a) in this Standard, all other Requirements in this Standard were not assessed. Therefore, an overall assessment of this Standard was not completed at the Assessment Contact conducted on 11 May 2022.

The Assessment Team found the service was able to demonstrate the number and mix of workforce enables the delivery of safe and quality care and services and the workforce is competent, and members of the workforce have the qualifications and knowledge to effectively perform their roles.

Consumers confirmed they felt there were enough staff to deliver care and services safely and in a way that meets their needs goals and preferences. Consumers confirmed they did not have extended wait times when they requested assistance.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(a) Compliant

*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.*

The Assessment Team found through interviews, observation and review of documents that the service was able to demonstrate its workforce is planned to enable, and the number and mix of staff enables the delivery and management of safe and quality care and services. The Assessment Team provided the following evidence and information for sampled consumers to support my finding:

* All six consumers sampled indicated they were satisfied there were enough staff to deliver appropriate care and services, including not having to wait long for assistance when they need it.
* The service rosters and allocates according to consumer needs and where there are gaps they fill those with existing staff.
* Documentation showed call bells are responded to in a timely manner when consumers request assistance.

For the reasons detailed above, I find Uniting Church Homes, in relation to Juniper Elimatta, to be Compliant with Requirement (3)(a) in Standard 7 Human resources.

# 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.