Performance

Report

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| Name of service: | Koh-I-Noor Contemporary Care |
| Service address: | 32 Pangbourne Street WEMBLEY WA 6014 |
| Commission ID: | 7870 |
| Approved provider: | Alinea Inc. |
| Activity type: | Assessment Contact - Site |
| Activity date: | 29 June 2023 |
| Performance report date: | 14 August 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 Koh-I-Noor Contemporary Care (**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 - 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; and
* the Performance Report dated 20 December 2022 for an Assessment Contact undertaken on 24 November 2022.

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 |

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

Requirement (3)(a) was found non-compliant following an Assessment Contact undertaken on 24 November 2022 where it was found the service did not ensure each consumer received best practice, tailored care which optimised their health and well-being, specifically in relation to behaviour management and chemical restraint use. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including but not limited to:

* reviewed the electronic record process to ensure indications of use and alternatives are trialled and documented prior to administering psychotropic medication;
* implemented new process and procedures in relation to restrictive practices and provided further education to staff with strengthened clinical oversight; and
* monthly audits have been implemented to monitor compliance.

During the Assessment Contact conducted on 29 June 2023, the Assessment Team recommended Requirement (3)(a) in Standard 3 met. The service was able to demonstrate each consumer receives effective clinical care that is best practice, tailored to their needs and optimises their health and well-being. The following evidence was considered relevant to my finding:

* Majority of consumers were satisfied with the clinical and personal care provided and gave examples, such as satisfaction with management of pain, falls and general care provided.
* Staff were able to describe and explain recent improvements for ensuring correct psychotropic medication usage. In addition, staff described how they undertake regular skin assessments to support effective skin integrity management.
* Documentation sampled for 7 consumers showed the provision of effective personal and clinical care in relation to the management of pain, skin integrity, changed behaviours and wounds.
* Root cause analysis is undertaken as part of incident management to ensure best practice, with a recent improvement implemented in relation to the management of urinary tract infections.

For the reasons detailed above, I find Requirement (3)(a) 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)