Performance

Report

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| Name of service: | Lady McCusker Home |
| Service address: | 27 Beddi Road DUNCRAIG WA 6023 |
| Commission ID: | 7905 |
| Approved provider: | Amana Living Incorporated |
| Activity type: | Assessment Contact - Site |
| Activity date: | 14 February 2023 |
| Performance report date: | 6 March 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 Lady McCusker Home (**the service**) has been prepared by Marek 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;
* the provider’s response to the Assessment Team’s report received 27 February 2023; and
* the Performance Report dated 25 July 2022 for the Assessment Contact undertaken on 31 May 2022.

# Assessment summary

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| Standard 3 Personal care and clinical care | Not applicable as not all requirements have been assessed |

# 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 conducted on 31 May 2022 where it was found the service was unable to demonstrate consumers received safe and effective care personal and clinical care, specifically in relation to the management of continence care and restrictive practices. The Assessment Team’s report provided evidence of actions taken to address deficits identified, including, but not limited to:

* Engaging an external continence advisor to provide training to staff on continence management and to review a select number of consumers with continence care needs.
* All consumers subject to a restrictive practice were reviewed and trials were implemented as part of the review process. In addition, monitoring charts were implemented to support effective monitoring of consumers who have a restrictive practice.

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

* All consumers and representatives said they were satisfied with the personal and clinical care consumers receive.
* Six consumer files viewed showed consumers get safe and effective personal and clinical care. This included in relation to the management of catheter care, skin and wound care, changed behaviours and use of physical and chemical restraints.
* Observations of staff practice in relation to restrictive practices was consistent with documentation viewed by the Assessment Team.
* Documentation showed the service monitors psychotropic medication usage and staff were able to describe how they monitor and review consumers who are prescribed and administered regular and as required psychotropic medication.

Based on the evidence documented above, I find the provider, in relation to the service Compliant with Requirement (3)(a) in Standard 3 Personal care and clinical care.

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)