Lourdes Valley The Lodge

Performance Report

18 Cross Road   
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Phone number: 08 8433 0400

**Commission ID:** 6091

**Provider name:** Southern Cross Care (SA, NT & VIC) Incorporated

**Assessment Contact - Site date:** 10 May 2022

**Date of Performance Report:** 24 June 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 3 Personal care and clinical care** |  |
| 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 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 others; and
* the provider did not submit a response to the Assessment Contact - Site report

# 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)(b) in Standard 3 Personal care and clinical care as part of the Assessment Contact and have recommended Requirement (3)(b) met. All other Requirements in this Standard were not assessed, therefore, an overall rating of the Standard is not provided.

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 Southern Cross Care (SA, NT & VIC) Incorporated, in relation to Lourdes Valley Lodge, Compliant with Requirement (3)(b) 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)(b) Compliant

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

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:

* The Assessment Team found all consumers sampled were satisfied with how the service manages actual and potential risks associated with their personal and clinical care.
* All sampled consumer files evidenced high impact or high prevalence risks associated with the care of consumers were identified and management strategies were documented to ensure care and services are delivered in line with consumers’ assessed needs and preferences. Referrals to medical and allied health specialists had been initiated where required and any changes had been communicated to relevant staff.
* Oxygen monitoring records for one consumer were not completed in line with the medical officer directive. However, there were no adverse impacts to the consumer as result of the deficiency in oxygen levels monitoring.
* Clinical and care staff sampled described high impact or high prevalent risks for individual consumers and how they manage those risks. Staff described falls preventative strategies and equipment used to minimise incidents of falls and harm from falls.
* The Assessment Team observed staff responded to call bells in a timely manner to ensure safety of the consumers.

For the reasons detailed above, I find Southern Cross Care (SA, NT & VIC) Incorporated, in relation to Lourdes Valley Lodge, 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 Standard 7 Human resources as part of the Assessment Contact and have recommended this Requirement met. All other Requirements in this Standard were not assessed, therefore, an overall rating of the Standard is not provided.

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 Southern Cross Care (SA, NT & VIC) Incorporated, in relation to Lourdes Valley Lodge, Compliant with Requirement (3)(a) in Standard 7 Human resources. I have provided reasons for my finding in the specific Requirement below.

## 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 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 and representatives sampled considered that consumers get quality care and services when they need them from staff who are knowledgeable, capable, and caring. Consumers and representatives confirmed staff are kind and respectful in their interactions. However, three consumers said staff are busy, there may be delays for staff assistance and where Agency staff are used, they may not always know their personal preferences.
* Two representatives said they are satisfied with the care and services provided to their family members, with one representative saying staff manage their family member’s specialised nursing care well.
* Rosters and allocation sheets demonstrated regular reviews and the introduction of an additional registered staff shift when additional clinical support was required to assist with resettling consumers on return from hospital, undertaking assessments and wound management and reviews. In addition, shift times have been adjusted to meet personal care preferences for identified consumers and additional hours were added to the core roster to accommodate end of life care behaviour management for the identified consumers.
* Staff provided feedback indicating they can be rushed, particularly when short staffed or when agency staff is rostered. Staff said this leads to delays in care delivery.
* The service confirmed they have not always been able to fill in vacant shifts in recent months. However, they utilised staff across different roles, including management to assist with care delivery where it was necessary. In addition, a range of incentives have been implemented to encourage the workforce to work additional hours or shifts to ensure consumer care needs are met.

For the reasons detailed above, I find Southern Cross Care (SA, NT & VIC) Incorporated, in relation to Lourdes Valley Lodge, 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.