Performance

Report

**1800 951 822**

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| Name: | Mercy Place Wyndham |
| Commission ID: | 4342 |
| Address: | 39 Deutgam St, WERRIBEE, Victoria, 3030 |
| Activity type: | Assessment contact (performance assessment) – site |
| Activity date: | on 21 November 2023 |
| Performance report date: | 18 December 2023 |
| Service included in this assessment: | Provider: 1358 Mercy Aged and Community Care Ltd  Service: 2862 Mercy Place Wyndham |

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 Mercy Place Wyndham (**the service**) has been prepared by N Eastwood, 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.

The report also specifies any areas in which improvements must be made to ensure the Quality Standards are complied with.

# Material relied on

The following information has been considered in preparing the performance report:

* the assessment team’s report for the Assessment contact (performance assessment) – site report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

# 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

This service was previously found non-compliant with this requirement on 18 September 2022 and at a subsequent Assessment Contact on 15 May 2023. During both assessments the service did not demonstrate effective wound and pressure injury management.

The Assessment Team noted a six-week wound management project from 30 July 2023 implementing several effective actions. At the Assessment contact on 21 November 2023 consumer files reflected effective pressure injury management, including correct staging of pressure injuries, consistent detailed documentation and adherence to recommendations from wound consultants.

Consumers and representatives were satisfied clinical management of skin integrity and wounds were tailored to their needs. A review of consumer pressure injury care demonstrated use of pressure injury assessment tools, individualised interventions to maintain skin integrity and wound consultant review. Staff described wound management and pressure injury risk mitigation strategies consistent with recommendations and care planning documentation.

With consideration to the available information summarised above, I agree with the Assessment Team recommendations and find the service compliant with requirement 3(3)(a).

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)