Parkview Aged Care

Performance Report

7-12 Majors Road
NORTH MOONTA SA 5558
Phone number: 08 8825 0000

**Commission ID:** 6946

**Provider name:** Moonta Health & Aged Care Services Inc

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

**Date of Performance Report:** 9 May 2022

# Performance report prepared by

Therese Wilson, 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 1 Consumer dignity and choice** |  |
| Requirement 1(3)(d) | 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 staff, consumers/representatives and others.
* the Approved Provider’s response to the Assessment Contact - Site report received on 19 April 2022.

# STANDARD 1 Consumer dignity and choice

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

The Assessment Team assessed Requirement (3)(d) in this Standard. All other Requirements were not assessed; therefore, an overall rating of the Standard is not provided.

The Assessment Team found that whilst the service has systems to identify, assess and review consumers’ choice and decision making activities, they did not identify all potential risks or risk mitigation strategies to reduce risks to consumers and ensure the safety of other consumers.

I have considered the Assessment Team’s findings, evidence documented in the Assessment Team’s report and the Approved Provider’s response and I have come to a different view from the Assessment Team in relation to Requirement (3)(d). I find Parkview Aged Care Compliant with Standard 1 Requirement (3)(d). I have provided reasons for my finding in the specific Requirement below.

## Assessment of Standard 1 Requirements

### Requirement 1(3)(d) Compliant

*Each consumer is supported to take risks to enable them to live the best life they can.*

The Assessment Team found that Consumer A did not have their risk recognised or effectively managed to ensure other consumers are safe. They found Consumer A did not have risks assessed in relation to reduced dexterity in one hand whilst smoking, driving an electric scooter, during alcohol consumption and illicit cannabis use. They also reviewed the care documentation for Consumer B who had been assessed as requiring assistance with their meal whilst eating in their room without supervision.

In their response, the service provided a list of risks identified for Consumer A and mitigating strategies they have used to reduce the risk. The service could also demonstrate they are supporting the consumer to take the risks they would like to, as is the intent of this Requirement.

The service has a Risk and Activity Assessment in place for Consumer A in relation to smoking, drinking, the use of the electric scooter and the illicit use of cannabis. Consumer A has now received a final warning in relation to the use of an illicit substance within the facility and had received a final warning as per the tenancy agreement since the Assessment Contact was conducted. Whilst not all risks were recorded in the assessment at the time of the Assessment Contact, they have since been updated to include them.

Consumer A stated they were happy in the service and were allowed to take the risks they like, which is the overarching principal of this Requirement. Consumer A acknowledged they have spoken to staff on many occasions, with staff advising them of any adverse effects relating to the risks they wished to take but they chose to take them anyway.

Whilst it is acknowledged the care planning information does clearly state Consumer B needs to be supervised during mealtimes, in relation to this Requirement it did not state whether it was their choice to eat in their room or if Consumer B was not receiving their assessed care needs. In that case, it would be better reviewed under other clinical requirements rather than this Requirement that assesses whether each consumer is supported to take risks to enable them to live the best life they can.

It was acknowledged by the Assessment Team that the service has systems and processes in place to address the risks consumers wish to take along with policies and procedures to support those choices and mitigate the risks.

Interviewed staff were aware of consumers’ risks and could state the strategies they use to mitigate those risks.

# 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.