Performance

Report

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| Name of service: | Pathways Sailors Bay |
| Service address: | 170 Sailors Bay Road Northbridge NSW 2063 |
| Commission ID: | 1012 |
| Approved provider: | Pathways Aged Care Pty Limited |
| Activity type: | Assessment Contact - Site |
| Activity date: | 12 July 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 Pathways Sailors Bay (**the service**) has been prepared by M.Wyborn, 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 - 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 3 August 2023.

# Assessment summary

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| Standard 2 Ongoing assessment and planning with consumers | 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 2

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| Ongoing assessment and planning with consumers | |  |
| Requirement 2(3)(a) | Assessment and planning, including consideration of risks to the consumer’s health and well-being, informs the delivery of safe and effective care and services. | Compliant |

Findings

The service was found non-compliant after a Site Audit conducted from 10 to 12 May 2022. Since this decision the service has implemented continuous improvement strategies and now demonstrates effective consumer assessment and planning. The service is undertaking assessment and planning in partnership with consumers and other organisations who have shared responsibility for care. They’re demonstrating care and services are planned around what is important to each consumer including consideration of advanced care planning and end-of-life wishes. The service aptly identifies risks and implements strategies to manage and mitigate those risks in accordance with dignity of risk requirements, and the service is routinely reviewing consumer care and services including when changes in care needs occur.

The service demonstrated person-centred care plans that adequately address risk, and they have implemented a revised admission flowchart to ensure consumer behaviour charting occurs within the first week of entry. The service has developed consumer pain charts and sleep charts to effectively monitor consumer behaviour.

Additional education is provided to registered nurses and care staff including training to ascertain when behaviour support plans are required, and how to identify risk and implement appropriate interventions. Toolbox training around dementia, delirium, and depression toolbox is provided along with training on the service’s behaviour support policy and procedures, and consumer nutrition and hydration.

The service demonstrated that initial and ongoing assessment and planning informs the delivery of safe and effective care and services. This includes how the service undertakes assessment when a consumer first enters the service and how a consistent process is used to capture all relevant information to ensure safe and effective care and services are delivered. Care planning documentation highlighted that a suite of clinical risk assessments are completed upon entry, including skin, mobility, nutrition, and hydration, falls, behaviour and medication, wound and diabetes management. Where risk is identified, appropriate management strategies are implemented to minimise associated risks.

Consumers and representatives expressed confidence that the service’s assessment and care planning processes adequately consider risk to each consumers’ health and well-being.

Clinical staff demonstrated apposite knowledge of consumers’ identified risks and described strategies to ensure safe and effective care. Consumer care staff advised that they rely on the daily handover discussions to receive up-to-date information regarding each consumer in their care. Care staff demonstrated their understanding of how to identify and report deterioration and other risk factors.

The service demonstrated an effective plan for continuous improvement with a focus on reviewing consumer risk assessments and care plans in a comprehensive and timely manner. With these considerations, I find the service compliant in Requirement 2(3)(a).

1. The preparation of the performance report is in accordance with section 68Aof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)