Performance

Report

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| Name of service: | Servite Villa |
| Service address: | 184 Edinboro Street JOONDANNA WA 6060 |
| Commission ID: | 7108 |
| Approved provider: | Catholic Homes Incorporated |
| Activity type: | Assessment Contact - Site |
| Activity date: | 9 September 2022 |
| Performance report date: | 29 September 2022 |

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 Servite Villa (**the service**) has been prepared by M Glenn, 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 consumers, representatives, staff and management;
* a Performance Report dated 7 February 2022 for a Site Audit undertaken from 7 December 2021 to 9 December 2021; and
* the provider did not submit a response to the Assessment Team’s report.

# 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

Requirement (3)(a) was found Non-compliant following a Site Audit undertaken from 7 December 2021 to 9 December 2021 where it was found the service did not demonstrate that each consumer received safe and effective personal and/or clinical care, that was best practice, tailored to their needs, and optimised their health and well-being. The Assessment Team’s report provided evidence of actions taken to address deficiencies identified, including, but not limited to:

* Revised the Falls management policy and procedure to reflect processes for post falls when a consumer is subject to blood thinning medication or suspected head strike. The organisation has a Nurse practitioner who reviews consumers post fall, in addition to a Physiotherapist to ensure appropriate actions have been completed.
* Consumers’ hearing aids are now on electronic alerts for battery changes/checks twice a week for those with cognitive impairments.
* Undertaking pain and behavioural charting daily, with formal review by registered nursing staff every three months.
* Provided toolbox training to staff on charting behaviours, pain and vital observations.

At the Assessment Contact, the Assessment Team found safe and effective personal and clinical care is provided to consumers which is tailored to their needs and supports their health and well-being. There are policies and procedures to guide staff in the management of restrictive practices, pain and skin. A psychotropic medication register is maintained and demonstrated consumers are regularly reviewed by their Medical practitioner for the use of these medications. Consumers’ behaviours, falls, minimisation of restraints, nutrition and hydration, deterioration/hospitalisation/end of life trajectories, infection and wounds/pressure injuries are discussed on a monthly basis at Quality and multidisciplinary team meetings and actions and follow up were noted to have been recorded, specific to consumers’ identified needs and preferences. A sample of 10 care files demonstrated appropriate management of diabetes, restrictive practices, falls, use of blood thinning medication and pain. Staff provided examples of how they tailor personal and/or clinical care to optimise consumers’ health and well-being. Seven consumers and representatives were satisfied consumers receive care that reflects their individual needs and situation.

For the reasons detailed above, I find Requirement (3)(a) in Standard 3 Personal care and clinical care Compliant.

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)