Performance

Report

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| Name of service: | Smithfield Residential Care Centre |
| Service address: | 1 Warooka Drive SMITHFIELD SA 5114 |
| Commission ID: | 6166 |
| Approved provider: | RSL Care RDNS Limited |
| Activity type: | Assessment Contact - Site |
| Activity date: | 15 March 2023 |
| Performance report date: | 13 April 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 Smithfield Residential Care Centre (**the service**) has been prepared by K Richards, 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, management and others.

The provider did not supply 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 |
| **Standard 7** Human resources | **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 |
| Requirement 3(3)(d) | Deterioration or change of a consumer’s mental health, cognitive or physical function, capacity or condition is recognised and responded to in a timely manner. | Compliant |

Findings

Consumers and representatives expressed satisfaction with personal and clinical care, although some consumers said new staff can often need direction of personal preferences. Staff demonstrated familiarity with sampled consumers’ personal and clinical care needs. Documentation identified consumer needs and preferences for personal and/or clinical care through assessment processes to develop tailored care plans aimed at optimising health and well-being. Management described monitoring systems for identifying deficiencies including clinical audits, clinical indicator reports, and reporting and reviews to benchmark performance with other services within the organisation.

Staff could identify and give examples of identifying and responding to changes to a consumer’s condition or function, including acute and chronic deterioration. Care file documentation included examples where changes were recognised and monitored, with appropriate response including transfer to hospital if required. The service has policies and procedures to guide on clinical deterioration, including a flipchart for quick reference, and staff receive mandatory and ongoing training. Monitoring processes, such as reviewing daily progress notes and incidents, allow management oversight to ensure appropriate responsive action is taken.

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

# Standard 7

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| Human resources | |  |
| Requirement 7(3)(c) | The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles. | Compliant |

Findings

Consumers and representatives said staff are competent and have the necessary knowledge to undertake their roles. Staff said they feel supported by the service in maintaining their qualifications and skills, including development of knowledge and skills relevant to their role. Management described systems and processes for screening and onboarding staff, ensuring there is a mix of staff knowledge for shift allocations and undertake regular staff monitoring.

For the reasons detailed above, I find Requirements (3)(c) in Standard 7 Human resources 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)