Southern Cross Care Edens Landing - Connolly Court

Performance Report

20-24 Loane Drive
EDENS LANDING QLD 4207
Phone number: 07 3805 1844

**Commission ID:** 5269

**Provider name:** Southern Cross Care (Qld) Ltd

**Assessment Contact - Site date:** 27 April 2022

**Date of Performance Report:** 3 June 2022

# Performance report prepared by

Alice Redden, 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| Requirement 2(3)(e) | Compliant |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(e) | 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 report also specifies areas in which improvements must be made to ensure the Quality Standards are complied with.

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 provider’s response to the Assessment Contact - Site report received 05 May 2022
* the Assessment Team’s report for Site Audit conducted on 9 to 11 March 2022 and the provider’s response to the Site Audit report received on 14 April 2022, which are relevant matters
* other information and intelligence held by the Commission in relation to the service.

# STANDARD 2 Ongoing assessment and planning with consumers

### Consumer outcome:

### I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

### Organisation statement:

1. The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer’s needs, goals and preferences.

## Assessment of Standard 2

The Assessment Team did not assess all requirements of this Standard and therefore an overall summary or compliance rating for the Quality Standard is not provided.

For the purpose of the Assessment Contact Requirements (3)(a) and (3)(e) in relation to Standard 2 Ongoing assessment and planning with consumers were assessed. The Assessment Team recommended both Requirements were met, I agree with the recommendation and have found the Requirements Compliant.

The Service has a comprehensive and imbedded assessment and planning system and use an electronic assessment, charting and progress noting system to record and communicate consumers information. All consumers files viewed showed assessments, including consideration of risks, are completed when consumers enter the service and are reviewed regularly and when changes and incidents occur. All assessments are conducted in consultation with consumers or their representatives and consumers confirmed they are satisfied with the assessment process and outcomes of assessments.

Staff interviewed, and consumer files confirmed medical officers, allied health and other specialists are involved in the assessment and planning of consumers care, including during regular and as required reviews when changes occur. Consumers files viewed confirmed clinical needs are identified, assessed and monitored and plans contain detailed individualised strategies to inform the management of clinical needs.

## Assessment of Standard 2 Requirements

### Requirement 2(3)(a) Compliant

*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.*

### Requirement 2(3)(e) Compliant

*Care and services are reviewed regularly for effectiveness, and when circumstances change or when incidents impact on the needs, goals or preferences of the consumer.*

# STANDARD 3 Personal care and clinical care

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

The Assessment Team did not assess all requirements of this Standard and therefore an overall summary or compliance rating for the Quality Standard is not provided.

For the purpose of the Assessment Contact Requirement (3)(a) in relation to Standard 3 Personal care and clinical care was assessed. The Assessment Team recommended the Requirements met, I agree with the recommendation and have found the Requirement Compliant.

The Service has effective systems to ensure consumers receive safe and effective personal care and clinical care in line with their assessed needs. Consumers confirmed they are satisfied with the delivery of personal and clinical care including the management of their complex clinical needs and following incidents or changes. Clinical files viewed for consumers show clinical care is delivered by staff in line with assessed needs and in consultation with medical officers and the consumers. The Service has policies, procedures and guidance material to support and guide staff in managing consumers’ clinical care needs in line with best practice.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(a) Compliant

*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.*

# STANDARD 7 Human resources

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

The Assessment Team did not assess all requirements of this Standard and therefore an overall summary or compliance rating for the Quality Standard is not provided.

For the purpose of the Assessment Contact Requirement (3)(e) in relation to Standard 7 Human resources was assessed. The Assessment Team recommended the Requirement was met, I agree with the recommendation and have found the Requirements Compliant.

The Service has processes to assess, monitor and review the performance of the workforce. Staff are supervised, monitored and observed while performing their roles and are provided ongoing feedback from management in relation to their performance. Staff and consumer surveys, complaints and feedback mechanisms and meetings are used to monitor staff performance and identify areas for improvement. Staff training supports staff performance and additional training is provided where required.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(e) Compliant

*Regular assessment, monitoring and review of the performance of each member of the workforce is undertaken.*

# 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.