St Vincent’s Care Corinda

Performance Report

20 Menin Road
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Phone number: 1800 839 209

**Commission ID:** 5838

**Provider name:** St Vincent's Care Services Ltd.

**Assessment Contact - Site date:** 4 August 2022

**Date of Performance Report:** 1 September 2022

# Performance report prepared by

Jodie Earnshaw, 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 |
| **Standard 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | 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 31 August 2022.
* other information and intelligence held by the Commission regarding 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

Not all requirements were assessed, therefore an overall summary or rating for this Standard is not provided.

## 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.*

The Assessment contact – site report provided information demonstrating this quality requirement is Met.

Consumers and representatives advised consumers receive safe and quality care that meets their needs and reported they are included in the assessment and planning of their care, which the Assessment Team confirmed through a review of care documentation.

Staff was able to describe the assessment and planning process and how they use this to inform the delivery of safe and effective care for consumers at the service. Therefore, I find this requirement is Compliant.

# 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

Not all requirements were assessed, therefore an overall summary or rating for this Standard is not provided.

### 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.*

The Assessment contact – site report, provided information that the service demonstrated each consumer receives safe and effective personal care, that, is tailored to consumer needs and optimises their health and well-being.

Consumers and representatives advised consumers receive personal and clinical care that is safe and right for them.

Staff demonstrated knowledge of individual needs and preferences of consumers and were able to describe restrictive practices assessment and authorisation processes and how non-pharmacological strategies are used to support consumers under restrictive practices authorisation.

Care documentation reviewed of sampled consumers demonstrated individualised care delivery that is safe, effective, and tailored to the specific needs and preferences of the consumer, including complex care needs, pain management, and restrictive practises management.

The service has a suite of contemporary evidence-based policies reviewed at organisational level to guide staff practise. Training records and other documentation identified staff have received education in care delivery including falls management, nutrition and hydration, infection control, and incident reporting.

I am satisfied that the service is effectively managing the provision of safe and effective personal care, that, is tailored to consumer needs and optimises their health and well-being. Therefore, I find this requirement is Compliant.

### Requirement 3(3)(b) Compliant

*Effective management of* *high impact or high prevalence risks associated with the care of each consumer.*

The Assessment contact – site report provided information that the service demonstrated the effective management of high-impact and high-prevalence risks associated with the care of each consumer.

Staff were able to describe high impact or high prevalence risks, including falls mitigation strategies and complex care needs for sampled consumers, such as the use of mobility devices and following diabetic management plans.

Where risks exist for the consumer, for example, falls, pressure area care, restrictive practice, or management of challenging behaviours, sampled consumer care documentation demonstrated the involvement of consumers and their representatives and care provision in line with individualised consumer care documentation

The service has a range of clinical policies and procedures to guide staff practice in areas such as the care and management of falls, pressure injury, nutrition and hydration, and diabetes management.

I am satisfied that the service is effectively managing high-impact, high-prevalence risks and find this requirement is Compliant.

# 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

Not all requirements were assessed, therefore an overall summary or rating for this Standard is not provided.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(a) Compliant

*The* *workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

The Assessment contact – site report provided information that the service demonstrated the workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.

Consumers and their representatives expressed satisfaction with the number and knowledge of staff at the service and advised consumers’ care and services are delivered in a timely manner, in accordance with their care plan. The Assessment Team observed consumers receiving assistance in a timely manner.

Staff said there are sufficient staff and the right mix of staff to plan and deliver care and services in accordance with the consumers’ needs and preferences. The service utilises a combination of registered and care staff to provide care across a 24-hour period.

Management described various processes used to determine whether the workforce is providing safe and quality care and services, such as the process to review and analyse call bell response times, investigating delayed responses, and have implemented several strategies to improve response times, including implementing additional staff of a morning to support consumer care needs at this time.

The Assessment contact – site report brought forward information that the service demonstrated the workforce is planned and the service is sufficiently staffed to ensure the timely delivery of safe and quality care and services, therefore it is my decision that this requirement is Compliant.

# 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.