Sylvan Woods Nursing Home

Performance Report

500 Old Cleveland Road East
BIRKDALE QLD 4159
Phone number: 07 3207 2830

**Commission ID:** 5937

**Provider name:** Queensland Rehabilitation Services Pty Ltd

**Assessment Contact - Site date:** 31 March 2022 to 1 April 2022

**Date of Performance Report:** 4 May 2022

# Performance report prepared by

Stewart Brumm, 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| Requirement 3(3)(b) | Compliant |
| **Standard 5 Organisation’s service environment** |  |
| Requirement 5(3)(b) | Compliant |
| Requirement 5(3)(c) | 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.
* Infection control checklist

# 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 and therefore an overall compliance rating or summary for the Quality 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.*

#### This Requirement was previously identified as non-compliant in the Commission Site Audit report dated 19 October 2021 to 21 October 2021. The Assessment Team reviewed documentation including the plan for continuous improvement, made observation of the environment and conducted interviews with management, staff and consumers/representatives and identified appropriate improvements have been implemented in response to the identified non-compliance.

#### The Assessment Team provided information that the Approved Provider was able to demonstrate each consumer receives safe and effective personal and clinical care that is tailored to their needs and optimises their health and well-being. The service was able to demonstrate improvements implemented regarding medication management and restrictive practice management, these are based on contemporary practice, meet the requirements of legislation relating to restrictive practice and is grounded in practice. The service was able to demonstrate improvements regarding the management of wound care, complex cares for example, stoma and catheter care and assessment and management of pain through pharmaceutical and non-pharmaceutical strategies.

A review of sampled consumer files (including care plans, assessments, progress notes, medication charts, monitoring records and relevant correspondence) identified individualised care delivery that is safe, effective and tailored to the specific needs and preferences of each consumer.

Overall, consumers/representatives sampled said they receive care and treatment which meets their needs and preferences, is safe and optimises their ability to live the best life they can. Staff demonstrated individual knowledge of consumers’ personal and clinical care needs and how they meet these.

Based on the information contained in the Assessment Team report, I find that the time of the audit the Approved Provider demonstrated each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care.

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.*

#### This Requirement was previously identified as non-compliant in the Commission Site Audit report dated 19 October 2021 to 21 October 2021. The Assessment Team reviewed documentation including the plan for continuous improvement, made observation of the environment and conducted interviews with management, staff and consumers/representatives and identified appropriate improvements have been implemented in response to the identified non-compliance.

The Assessment Team provided information that the Approved Provider demonstrated it effectively manages high prevalence risks associated with the care of each consumer. The service has demonstrated improvements implemented in relation to identifying and capturing consumers’ area of high risk and developing care plans which with strategies to minimise the risk and/or reduce harm from the risk.

For the consumers sampled, care documentation indicates the service identifies risks associated with the care of the consumer and actions to remove or minimise the risk are implemented. Risks and actions are documented in care plans and communicated to staff.

Overall, consumers/representatives said they feel their care is safe and right for them. They reported staff explain care and manage risks to optimise the consumers’ sense of wellbeing.

Based on the information contained in the Assessment Team report, I find that the time of the audit the Approved Provider demonstrated effective management of high impact or high prevalence risks associated with the care of each consumer.

I find this requirement is compliant.

# STANDARD 5 Organisation’s service environment

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

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

## Assessment of Standard 5 Requirements

### Requirement 5(3)(b) Compliant

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

This Requirement was previously identified as non-compliant in the Commission Site Audit report dated 19 October 2021 to 21 October 2021. The Assessment Team reviewed documentation including the plan for continuous improvement, made observation of the environment and conducted interviews with management, staff and consumers/representatives and identified appropriate improvements have been implemented in response to the identified non-compliance.

The Assessment Team provided information that the Approved Provider was able to adequately demonstrate that the service environment is safe, clean, maintained and comfortable and enables consumers to move freely both indoors and outdoors.

Consumers/representatives sampled stated that they were happy with the outdoor areas with some consumers stating they utilise these areas on a regular basis.

Based on the information contained in the Assessment Team report, I find that the time of the audit the Approved Provider demonstrated the service environment is safe, clean, well maintained and comfortable; and enables consumers to move freely, both indoors and outdoors

I find this requirement is compliant.

### Requirement 5(3)(c) Compliant

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

This Requirement was previously identified as non-compliant in the Commission Site Audit report dated 19 October 2021 to 21 October 2021. The Assessment Team reviewed documentation including the plan for continuous improvement, made observation of the environment and conducted interviews with management, staff and consumers/representatives and identified appropriate improvements have been implemented in response to the identified non-compliance.

The Assessment Team provided information that the Approved Provider was able to demonstrate furniture and equipment was clean, safe and suitable for consumer’s use.

The Assessment Team observed the furniture, fittings and equipment at the service to be safe, clean and well-maintained. The lounge areas included a variety of sitting chairs to accommodate different consumer’s needs.

Overwhelmingly, consumers interviewed said they were happy with the cleanliness of the service and that if there were issues they would follow these up with management. Consumers identified they liked the outdoor areas and were observed to be playing games, talking in groups and mobilising in the gardens surround the service.

A review of the service’s preventative and reactive maintenance schedule demonstrated that regular maintenance occurs within the required time periods.

Based on the information contained in the Assessment Team report, I find that the time of the audit the Approved Provider demonstrated furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.

I find this requirement is compliant.

# Additional Information

The following requirements remain non-compliant and were not assessed at this assessment contact:

* 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.
* Requirement 7(3)(c) : The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.
* Requirement 8(3)(c) : Effective organisation wide governance systems.
* Requirement 8(3)(d): Effective risk management systems and practices