Performance

Report

1800 951 822

Agedcarequality.gov.au

|  |  |
| --- | --- |
| Name of service: | Performance report date: |
| Uniting Caroona Kalina Goonellabah | 31 August 2022 |
| Commission ID: | Activity type: |
| 2083 | Assessment contact |
| Approved provider: | Activity date: |
| The Uniting Church in Australia Property Trust (NSW) | 02 August 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 Uniting Caroona Kalina Goonellabah (**the service**) has been considered by Kimberley Reed, delegate of the Aged Care Quality and Safety Commissioner (Commissioner)[[1]](#footnote-2).

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, the Assessment contact report was informed by a desk assessment, review of documents and interviews with staff
* the site audit report for the site audit conducted 15 to 17 June 2021
* the performance report completed 22 July 2021
* other information and intelligence held by the Commission in relation to the service.

# Assessment summary

|  |  |
| --- | --- |
|  |  |
| **Standard 2** Ongoing assessment and planning with consumers | **Not applicable as not all requirements have been assessed** |

A detailed assessment is provided later in this report for each assessed Standard.

# Standard 2

|  |  |  |
| --- | --- | --- |
| Ongoing assessment and planning with consumers | | Not-applicable |
| Requirement 2(3)(e) | 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. | Compliant |

The Service demonstrated care and services were regularly reviewed for effectiveness and care planning documentation was reviewed and updated following changes in consumer circumstances. The Service provided examples of changes to consumer care planning documentation following adverse events such as falls, or a change in consumer preferences. Management described processes implemented since the Service was found Non-compliant in this requirement at the Site audit conducted 15 to 17 June 2021.

The Service undertook a full review of consumer care planning documentation for all consumers to ensure information was current and relevant. Outdated information was archived, and care planning documentation templates were streamlined to assist staff identification of priority areas as well as consumer understanding of their care assessments.

A process to review consumer progress notes each day and identified any changes in circumstances which may require review of any consumer’s care planning documentation was developed and implemented. This process also included the actions to be undertaken if changes were required and the staff responsible for these actions. The process also ensured care planning documentation was quality audited by management.

The review of consumer care planning documentation on a three-monthly basis was set as an alert in the service’s electronic care management system for each consumer. A task list was developed for staff use to ensure that the review met consumer needs and preferences while still ensuring Service requirements were met.

The Service described how adverse events and near misses were monitored and used to improve the way care was planned and delivered. Care planning documentation provided by the Service for three consumers whose circumstances had recently changed evidenced the involvement of consumers and representative in the reassessment of consumers’ needs.

Based on the information contained above, it is my decision this Requirement is now 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-2)