



The Ormsby Aged Care Performance Report

112 Burnett Street
Buderim QLD 4556
Phone number: 07 5376 3700

Commission ID: 5318

Provider name: McKenzie Aged Care Group Pty Ltd

Site Audit date: 29 January 2020 to 31 January 2020



Overall assessment of this Service

Standard 1 Consumer dignity and choice	Compliant
Requirement 1(3)(a)	Compliant
Requirement 1(3)(b)	Compliant
Requirement 1(3)(c)	Compliant
Requirement 1(3)(d)	Compliant
Requirement 1(3)(e)	Compliant
Requirement 1(3)(f)	Compliant
Standard 2 Ongoing assessment and planning with consumers	Compliant
Requirement 2(3)(a)	Compliant
Requirement 2(3)(b)	Compliant
Requirement 2(3)(c)	Compliant
Requirement 2(3)(d)	Compliant
Requirement 2(3)(e)	Compliant
Standard 3 Personal care and clinical care	Compliant
Requirement 3(3)(a)	Compliant
Requirement 3(3)(b)	Compliant
Requirement 3(3)(c)	Compliant
Requirement 3(3)(d)	Compliant
Requirement 3(3)(e)	Compliant
Requirement 3(3)(f)	Compliant
Requirement 3(3)(g)	Compliant
Standard 4 Services and supports for daily living	Compliant
Requirement 4(3)(a)	Compliant
Requirement 4(3)(b)	Compliant
Requirement 4(3)(c)	Compliant
Requirement 4(3)(d)	Compliant
Requirement 4(3)(e)	Compliant
Requirement 4(3)(f)	Compliant
Requirement 4(3)(g)	Compliant
Standard 5 Organisation's service environment	Compliant
Requirement 5(3)(a)	Compliant
Requirement 5(3)(b)	Compliant
Requirement 5(3)(c)	Compliant
Standard 6 Feedback and complaints	Compliant
Requirement 6(3)(a)	Compliant



Requirement 6(3)(b)	Compliant
Requirement 6(3)(c)	Compliant
Requirement 6(3)(d)	Compliant
Standard 7 Human resources	Compliant
Requirement 7(3)(a)	Compliant
Requirement 7(3)(b)	Compliant
Requirement 7(3)(c)	Compliant
Requirement 7(3)(d)	Compliant
Requirement 7(3)(e)	Compliant
Standard 8 Organisational governance	Compliant
Requirement 8(3)(a)	Compliant
Requirement 8(3)(b)	Compliant
Requirement 8(3)(c)	Compliant
Requirement 8(3)(d)	Compliant
Requirement 8(3)(e)	Compliant



Detailed assessment

This performance report details the Commission'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 Site Audit; the Site Audit report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.



STANDARD 1

COMPLIANT

Consumer dignity and choice

Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

Organisation statement:

2. The organisation:
 - (a) has a culture of inclusion and respect for consumers; and
 - (b) supports consumers to exercise choice and independence; and
 - (c) respects consumers' privacy.

Assessment of Standard 1

The assessment team found that overall, sampled consumers confirmed that they are treated with dignity and respect, can maintain their identity, make informed choices about their care and services and live the life they choose.

For example:

- Consumers interviewed advised staff treat them with dignity and respect.
- Consumers interviewed said they are encouraged to do things for themselves and that staff know what is important to them. Consumers provided numerous examples of how their independence is supported.
- Consumers interviewed advised that their personal privacy is respected, and staff knock and ask permission before entering their rooms. Consumers advised they did not have any concerns regarding their personal information being kept confidential.
- Staff consistently spoke about consumers in a way that indicated respect and an understanding of consumers' personal circumstances and life journey.
- Care planning documents reflected consumer's life stories including things which are important to them, any preferences in terms of their care, services and cultural needs, and details on significant others, nominated representatives and others who the consumer wishes to be involved in their lives.

The Quality Standard is assessed as Compliant as six of the six specific requirements have been assessed as Compliant.

Assessment of Standard 1 Requirements

Requirement 1(3)(a) Compliant

Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.

Requirement 1(3)(b) Compliant

Care and services are culturally safe.

Requirement 1(3)(c) Compliant

Each consumer is supported to exercise choice and independence, including to:

- (i) make decisions about their own care and the way care and services are delivered; and
- (ii) make decisions about when family, friends, carers or others should be involved in their care; and
- (iii) communicate their decisions; and

make connections with others and maintain relationships of choice, including intimate relationships.

Requirement 1(3)(d) Compliant

Each consumer is supported to take risks to enable them to live the best life they can.

Requirement 1(3)(e) Compliant

Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice.

Requirement 1(3)(f) Compliant

Each consumer's privacy is respected and personal information is kept confidential.



STANDARD 2 COMPLIANT

Ongoing assessment and planning with consumers

Consumer outcome:

1. 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:

2. 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 found that overall, sampled consumers confirmed that they feel like partners in the ongoing assessment and planning of their care and services.

For example:

- Consumers and representatives interviewed reported being involved in the initial assessment and ongoing planning of the consumer's care.
- Consumers and representatives interviewed reported they are informed about the outcomes of assessment and planning and have access to the consumer's care and services plan if they wish.
- Consumers and representatives confirmed the service seeks input from others who contribute to the consumer's care including MOs, allied health practitioners and family members.
- The Assessment Team identified consumer care plans show they have been developed in consultation with the consumer and/or their representative and that they have been reviewed regularly and updated when changes have been required.
- Care plans demonstrated outcomes of assessment and planning are documented in a care and services plan that is available to the consumer. Staff interviewed are aware of consumers' needs and preferences and strategies to follow to ensure needs and preferences are met.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

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)(b)

Compliant

Assessment and planning identifies and addresses the consumer's current needs, goals and preferences, including advance care planning and end of life planning if the consumer wishes.

Requirement 2(3)(c)

Compliant

The organisation demonstrates that assessment and planning:

- (i) is based on ongoing partnership with the consumer and others that the consumer wishes to involve in assessment, planning and review of the consumer's care and services; and
- (ii) includes other organisations, and individuals and providers of other care and services, that are involved in the care of the consumer.

Requirement 2(3)(d)

Compliant

The outcomes of assessment and planning are effectively communicated to the consumer and documented in a care and services plan that is readily available to the consumer, and where care and services are provided.

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

COMPLIANT

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:

2. 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 found that sampled consumers considered that they receive personal care and clinical care that is safe and right for them.

For example:

- All consumers interviewed stated they get the care they require, delivered by friendly and respectful staff in a safe and comfortable environment. They said care is delivered according to their preferences and in a way that encourages them to live the best life they can.
- Consumers stated they have access to medical officers and clinical specialists who visit them regularly or when required for review of a specific complaint.
- One consumer said he loves the service because the staff provide good care and are supporting him to achieve the level of independence he had before his fall.
- Another consumers said her diabetes is well managed by the service and she is glad a Blood Glucose Level (BGL) scanning system was commenced so she doesn't need to be woken up to measure her BGLs in the early hours of the morning.

The Assessment Team also examined relevant documents.

- Assessments and consumer preferences and goals are used to plan individual care upon entry to the service and are reviewed three monthly or if the

Personal care and clinical care

consumer's needs change. Care plans are based on best practice guidelines and treatment plans, and consumer files contain evidence that care plan reviews are conducted in conjunction with the consumer and/or their representative.

- Staff are aware of the care needs of the consumers they care for and demonstrate understanding of what is important to each individual consumer.

The Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

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:

- (i) is best practice; and
- (ii) is tailored to their needs; and
- (iii) optimises their health and well-being.

Requirement 3(3)(b)**Compliant**

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

Requirement 3(3)(c)**Compliant**

The needs, goals and preferences of consumers nearing the end of life are recognised and addressed, their comfort maximised and their dignity preserved.

Requirement 3(3)(d)**Compliant**

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.

Requirement 3(3)(e)**Compliant**

Information about the consumer's condition, needs and preferences is documented and communicated within the organisation, and with others where responsibility for care is shared.

Personal care and clinical care**Requirement 3(3)(f)****Compliant**

Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

Requirement 3(3)(g)**Compliant**

Minimisation of infection related risks through implementing:

- (i) standard and transmission based precautions to prevent and control infection;
and
- (ii) practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.



STANDARD 4 COMPLIANT

Services and support for daily living

Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

Organisation statement:

2. The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

Assessment of Standard 4

The assessment team found that overall, sampled consumers confirmed that they get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

For example:

- Consumers sampled advised the service supports them to optimise their independence, health, well-being and quality of life.
- Consumers sampled reported they are assisted by the service to participate in the community within and outside the service and are supported to maintain contact with family and friends and do things of interest to them.
- Consumers interviewed reported they were satisfied with the quality, quantity and variety of the food provided.
- Consumers have input into a monthly activities calendar and consumers were observed to be taking part in group activities and supported by lifestyle staff to undertake individual activities.
- The service has sourced a variety of community groups to visit the service to meet consumers' lifestyle interests, and there is a dedicated staff member and volunteer available to provide specialised emotional support to consumers as required.

The Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

Services and supports for daily living**Assessment of Standard 4 Requirements****Requirement 4(3)(a)****Compliant**

Each consumer gets safe and effective services and supports for daily living that meet the consumer's needs, goals and preferences and optimise their independence, health, well-being and quality of life.

Requirement 4(3)(b)**Compliant**

Services and supports for daily living promote each consumer's emotional, spiritual and psychological well-being.

Requirement 4(3)(c)**Compliant**

Services and supports for daily living assist each consumer to:

- (i) participate in their community within and outside the organisation's service environment; and
- (ii) have social and personal relationships; and
- (iii) do the things of interest to them.

Requirement 4(3)(d)**Compliant**

Information about the consumer's condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.

Requirement 4(3)(e)**Compliant**

Timely and appropriate referrals to individuals, other organisations and providers of other care and services.

Requirement 4(3)(f)**Compliant**

Where meals are provided, they are varied and of suitable quality and quantity.

Requirement 4(3)(g)**Compliant**

Where equipment is provided, it is safe, suitable, clean and well maintained.



STANDARD 5

COMPLIANT

Organisation's services environment

Consumer outcome:

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

Organisation statement:

2. 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 found that overall, sampled consumers indicated that they feel they belong in the service, and feel safe and comfortable in the service environment.

For example:

- For the consumers sampled, they advised they feel safe at the service, are able to lock their bedroom doors if they wish and are not disturbed by other consumers coming into their rooms.
- All consumers sampled said they can decorate their room as they choose with their personal belongings and mementoes.
- Consumers sampled said the interactions with staff make the service a nice place to live and the environment is welcoming for them and their visitors.
- Consumers expressed satisfaction with the cleanliness of the service and said the service is well maintained.
- Consumers advised they enjoy accessing the outdoor seating and garden areas, and indoor café.

The service was observed to be safe, clean and well maintained, with staff undertaking cleaning and maintenance throughout the service. Corridors and communal areas were clean and free from clutter, and consumers were freely accessing external sitting and garden areas.

Organisation's service environment

The Quality Standard is assessed as Compliant as three of the three specific requirements have been assessed as Compliant.

Assessment of Standard 5 Requirements**Requirement 5(3)(a)****Compliant**

The service environment is welcoming and easy to understand, and optimises each consumer's sense of belonging, independence, interaction and function.

Requirement 5(3)(b)**Compliant**

The service environment:

- (i) is safe, clean, well maintained and comfortable; and
- (ii) enables consumers to move freely, both indoors and outdoors.

Requirement 5(3)(c)**Compliant**

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



STANDARD 6

COMPLIANT

Feedback and complaints

Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

Organisation statement:

2. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

Assessment of Standard 6

The assessment team found that overall sampled consumers did consider that they are encouraged and supported to give feedback and make complaints, and that appropriate action is taken.

For example:

- Consumers interviewed said they felt comfortable raising concerns and providing feedback through a variety of ways including attending the monthly consumer and food focus group meetings or speaking directly to management and staff at the service.
- Consumers advised that when they have provided feedback or made a complaint management was approachable and responsive. Consumers provided examples of changes made in response to their feedback including improvements made.

The assessment team also identified that monthly consumer meetings provide a forum in which consumers can provide feedback and suggest improvements. Interviews and a review of meeting minutes confirmed that the service is responsive to consumer feedback. The service undertakes quarterly consumer satisfaction surveys which they use to make improvements to the service.

The Quality Standard is assessed as Compliant as four of the four specific requirements have been assessed as Compliant.

Assessment of Standard 6 Requirements

Requirement 6(3)(a)

Compliant

Consumers, their family, friends, carers and others are encouraged and supported to provide feedback and make complaints.

Requirement 6(3)(b)

Compliant

Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

Requirement 6(3)(c)

Compliant

Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.

Requirement 6(3)(d)

Compliant

Feedback and complaints are reviewed and used to improve the quality of care and services.



STANDARD 7

Human resources

COMPLIANT

Consumer outcome:

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

Organisation statement:

2. 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 found that overall sampled consumers indicated that they get quality care and services when they need them and from people who are knowledgeable, capable and caring.

For example:

- Consumers and representatives interviewed said staff are kind and caring.
- Consumers and representatives interviewed advised staff know what they are doing.
- Consumers and representatives interviewed said they think there are adequate staff.
- Consumers interviewed said the staff are “wonderful and can’t do enough for you”. One consumer said she only has to indicate to staff that she wants something, and they are here.

Staff interviewed by the assessment team also said they have enough time and resources to complete their duties and that staff unable to attend their shifts are replaced.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

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.

Requirement 7(3)(b)

Compliant

Workforce interactions with consumers are kind, caring and respectful of each consumer's identity, culture and diversity.

Requirement 7(3)(c)

Compliant

The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.

Requirement 7(3)(d)

Compliant

The workforce is recruited, trained, equipped and supported to deliver the outcomes required by these standards.

Requirement 7(3)(e)

Compliant

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



STANDARD 8

COMPLIANT

Organisational governance

Consumer outcome:

1. I am confident the organisation is well run. I can partner in improving the delivery of care and services.

Organisation statement:

2. The organisation's governing body is accountable for the delivery of safe and quality care and services.

Assessment of Standard 8

The assessment team found that overall sampled consumers indicated that the organisation is well run and that they can partner in improving the delivery of care and services.

For example:

- All consumers and representatives interviewed advised that the service is well run.
- Consumers and representatives interviewed provided various examples of how they are involved in the development, delivery and evaluation of care and services.
- A consumer representative attends the monthly consumer and food focus group meetings to provide regular feedback to management relating to the running of the service.
- A consumer also said the FM encourages feedback from consumers and representatives and promotes an open-door policy at the service.

The governing body meets regularly, sets clear expectations and regularly reviews risks from an organisational and consumer perspective. The service has organisational wide governance systems that support effective information management, financial, workforce, regulatory compliance and clinical care. The clinical care governance framework supports antimicrobial stewardship, minimising the use of restraint and open disclosure processes.

The Quality Standard is assessed as Compliant as five of the five specific requirements have been assessed as Compliant.

Assessment of Standard 8 Requirements

Requirement 8(3)(a) Compliant

Consumers are engaged in the development, delivery and evaluation of care and services and are supported in that engagement.

Requirement 8(3)(b) Compliant

The organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

Requirement 8(3)(c) Compliant

Effective organisation wide governance systems relating to the following:

- (i) information management;
- (ii) continuous improvement;
- (iii) financial governance;
- (iv) workforce governance, including the assignment of clear responsibilities and accountabilities;
- (v) regulatory compliance;
- (vi) feedback and complaints.

Requirement 8(3)(d) Compliant

Effective risk management systems and practices, including but not limited to the following:

- (i) managing high impact or high prevalence risks associated with the care of consumers;
- (ii) identifying and responding to abuse and neglect of consumers;
- (iii) supporting consumers to live the best life they can.

Requirement 8(3)(e) Compliant

Where clinical care is provided—a clinical governance framework, including but not limited to the following:

- (i) antimicrobial stewardship;
 - (ii) minimising the use of restraint;
- open disclosure.



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.