



Annandale Grove Care Community

Performance Report

76 Johnston Street
ANNANDALE NSW 2038
Phone number: 02 8585 1900

Commission ID: 2516

Provider name: DPG Services Pty Ltd

Site Audit date: 2 February 2021 to 4 February 2021

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Publication of report

This Performance Report **may 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 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.
- The Assessment Team's infection control monitoring checklist completed during the Site Audit on 2 March 2021.
- The provider's response to the Site Audit report received 26 February 2021 including a written response and supporting documents attached.



STANDARD 1

Consumer dignity and choice

COMPLIANT

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

To understand the consumer's experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers, asking them about the requirements, reviewing their care planning documentation (for alignment with the feedback from consumers) and testing staff understanding and application of the requirements under this Standard. The team also examined relevant documentation and drew relevant information from other consumer interviews and the assessment of other Standards.

Overall sampled consumers considered 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. All consumers interviewed confirmed they are supported to exercise choice and independence and are supported to take risks to enable them to live the life they choose. Consumer interviews also confirmed that family and friends can visit at anytime, and they are supported to maintain relationships of choice and make connections with others. Consumers confirmed that their personal privacy is respected. This respect for personal privacy was observed throughout the visit by the Assessment Team.

Interviews with care staff, lifestyle staff and management identified staff know consumers' backgrounds, needs and preferences regarding their dignity and choice.

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*
- (iv) 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

To understand the consumer's experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – reviewing their care planning documents in detail, asking consumers about how they are involved in care planning, and interviewing staff about how they use care planning documents and review them on an ongoing basis.

Overall sampled consumers considered that they feel like partners in the ongoing assessment and planning of their care and services. Representatives interviewed confirmed that they are involved in care planning to the extent that they wish and with the agreement of the consumer. The care plan incorporates what is important to the consumer and their representative. Consumers and representatives said staff are prompt at updating them with changes to care needs and incidents.

On review of care planning documentation, the Assessment Team found that the outcomes of assessment and planning are readily available and shared with the consumer and/or representatives if they wish. Sampled care plans provided evidence that comprehensive assessment and planning in relation to clinical matters occurs for sampled consumers and their needs, goals and preferences were identified and responded to.

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

STANDARD 2 COMPLIANT

Ongoing assessment and planning with consumers

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.

The Assessment Team found care and services were regularly reviewed when circumstances change, or incidents impacted on the needs, goals or preferences of the consumer. Staff interviewed could describe the care plan review process and care plans reviewed showed evidence of review on both a regular basis and when consumer's circumstances change.

I find this requirement is Compliant.



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

To understand the consumer's experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – their care plans and assessments were reviewed and staff were asked about how they ensure the delivery of safe and effective care for consumers. The team also examined relevant documents.

Overall sampled consumers considered that they receive personal care and clinical care that is safe and right for them. Consumer and their representatives interviewed confirmed that consumers get the care they need and that they have access to a doctor or other health professionals when they need it.

The Assessment Team reviewed a range of clinical information that confirmed care provided is tailored to the consumers preferences and clinical deterioration is usually recognised early and interventions are put in place in a timely manner. Care planning documents informed that appropriate referrals occur for consumers in a timely manner. However, the Assessment Team found evidence of effective communication or sharing of consumers care needs was not always clear for individual consumers.

The service was able to demonstrate that the use of chemical restraint for some consumers has been reduced and/or ceased when appropriate. Staff were able to demonstrate understanding of the importance of infection control and could describe infection control processes in their work.

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

STANDARD 3 COMPLIANT

Personal care and clinical care

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.*

The Assessment Team found consumers receive safe and effective care tailored to consumers' needs that optimise their health and well-being. Consumers and representatives said consumers get the care they need. Staff monitor the care provided to ensure it is effective for the consumer. Progress notes and care documentation reflected individualised care for consumers.

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.

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.

The Assessment Team found that consumer and staff feedback did not always evidence effective information sharing. The Assessment Team found that communication and sharing of consumer's care needs was not always clear in relation to staff awareness of certain care needs for sampled consumers.

STANDARD 3 COMPLIANT

Personal care and clinical care

The Assessment Team reviewed care planning documents that evidenced the dietitian recommendations for a sampled consumer and use of the service's dietary matrix to communicate individual consumer preferences and needs. Care planning documentation did not clearly indicate how information is shared with the dietitian. The Assessment Team observed that care documentation for consumers shows evidence of updates and information documented in progress notes is communicated during staff handover.

The approved provider submitted a written response and supporting documents to show how the service documents and shares information about the consumer's condition, needs and preferences and communicates within the organisation, and with others where responsibility for care is shared. The response also included details about how the service uses a dietary matrix to communicate consumer dietary needs and preferences and how new information is shared. The approved provider's response outlined both written and verbal methods of communication and processes used to share information between staff including use of the dietary matrix. The approved provider's response identified that consumer preferences are shared with the visiting dietitian by reviewing the consumer's dietary and preference assessment which includes food and drink preferences.

There is evidence to show information sharing through documentation and communication about the consumer's condition, needs and preferences within the organisation and with others where responsibility is shared.

I find this requirement is Compliant.

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

To understand the consumer's experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – observations were made, consumers were asked about the things they like to do and how these things are enabled or supported by the service and staff were asked about their understanding and application of the requirements. The team also examined relevant documents.

Overall sampled consumers considered that they get the services and supports for daily living that are important for their health and well-being and that enable them to do the things they want to do. Consumers interviewed confirmed they are supported to do the things they want to do and are encouraged to maintain their independence. Consumers confirmed they are supported to participate in the community, have social and personal relationships and do thing of interest to them. Overall consumers interviewed were generally satisfied with the meals provided at the service. They confirmed they are given choice, there is variety on the menu, special dietary needs and preferences are catered for, and they are given enough to eat.

The Assessment Team reviewed care documentation and found the information reflects the background, life story, interests and lifestyle needs and preferences of each consumer. Staff interviewed demonstrated a good understanding of the background, interests, and lifestyle needs and preferences of the consumers. The service has an activity program which reflects the interests of the consumers and includes involvement of the local community.

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

STANDARD 4 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.

Staff interviewed confirmed they has access to the information they need about the consumer's condition, needs and preferences. Consumers who spoke to the Assessment Team are satisfied staff are aware of their needs and preferences.

I find this requirement is Compliant.

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 service 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

To understand the consumer's experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team observed the service environment, spoke with consumers about their experience of the service environment and interviewed care staff about the suitability and safety of equipment. The team also examined relevant documents.

Overall sampled consumers considered that they feel they belong in the service and feel safe and comfortable in the service environment. Consumers and representatives felt happy with the living environment at the service, they enjoyed being in the outdoor areas and confirmed staff always welcome visitors.

The Assessment Team observed consumers' rooms to be personalised with their own photographs, ornaments and memorabilia. The service is decorated with artworks by an Aboriginal consumer to help create a sense of belonging.

Consumers and representatives spoke positively about staff and confirmed they were able to move freely indoors and access the outdoors if they wish either independently or with staff assistance. The organisation demonstrated it provides a safe, clean, well maintained and comfortable service environment.

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

STANDARD 5 COMPLIANT

Organisation's service environment

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

Feedback and complaints

COMPLIANT

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

To understand the consumer's experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – asking them about how they raise complaints and the organisation's response. The team also examined the complaints register, complaints trend analysis and tested staff understanding and application of the requirements under this Standard.

Overall sampled consumers considered that they are encouraged and supported to give feedback and make complaints, and that appropriate action is taken. Consumers interviewed said they know how to raise any concerns or make a complaint or provide feedback. Consumers were comfortable to take concerns to staff or the manager.

The Assessment Team found that the service is responsive to feedback and complaints. Where consumers or their representatives had provided feedback, appropriate actions are taken to address the issue and communicated with the consumer and/or their representatives. The service demonstrates improvements are informed by consumer feedback.

Management and staff demonstrated a clear understanding of open disclosure principles and described how complaints are documented and analysed by the quality team to improve care and services provided.

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

STANDARD 6 COMPLIANT

Feedback and complaints

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

To understand the consumer's experience and how the organisation understands and applies the individual requirements within this Standard, the Assessment Team spoke with consumers about their experience of the staff, interviewed staff, and reviewed a range of records including staff rosters, training records and performance reviews.

Overall sampled consumers considered that they get quality care and services when they need them and from people who are knowledgeable, capable and caring. Consumers and representatives interviewed confirmed the staff are kind, caring and treat them with respect. Consumer interviews confirmed they were satisfied staff are meeting their needs and said staff are responsive when answering the call bell. Consumers said the staff know what they are doing and indicated the staff have the skills to meet their care needs.

The Assessment Team observed the staff interacting with the consumers in a kind, caring and respectful manner. There were observed to be adequate staff to care for the needs of consumers and respond to call bells in a timely manner.

The service plans its staffing according to consumer needs and feedback from consumers and staff. The service has position descriptions and a recruitment process to ensure new employees have the qualifications and knowledge to effectively perform their roles. Staff are trained and equipped to provide safe and quality care and services and there are processes for the ongoing assessment, monitoring and review of the performance of all staff.

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

STANDARD 7 COMPLIANT

Human resources

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.

Consumers advised the Assessment Team they are treated with care and respect by staff. The Assessment Team observed staff interacting with consumers in a kind, caring and respectful manner. All staff had completed training in dignity, respect and kindness within the six months prior to the site audit.

I find this requirement is Compliant.

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 Organisational governance

COMPLIANT

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

Consumer outcome

To understand how the organisation understands and applies the requirements within this Standard, the Assessment Team spoke with management and staff and reviewed relevant systems and processes relating to the organisational governance underpinning the delivery of care and services (as assessed through other Standards).

Overall sampled consumers considered that the organisation is well run and that they can partner in improving the delivery of care and services.

Consumers interviewed stated they think the service is well run. Consumers confirmed they have the opportunity to attend consumer meetings, focus groups, and provide feedback and suggestions by other means. Consumers said they feel comfortable talking with management, and management are open to suggestions.

The service demonstrated the organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery. The organisation demonstrated it has governance systems, a risk management plan and clinical governance framework for the delivery of safe and quality care and services.

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

STANDARD 8 COMPLIANT

Organisational governance

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.*

The Assessment Team found the service has effective risk management systems and practices. There is a documented risk management framework including for high impact and high prevalence risks associate with the care of consumers, identifying and responding to abuse and neglect of consumers and supporting consumers to live the best life they can. Staff were aware of the of the service's risk management systems and practices and had been provided education on them.

I find this requirement is Compliant.

STANDARD 8 COMPLIANT

Organisational governance

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;*
- (iii) 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.