

QUALITY OF CARE REPORT

PERIOD: January – March 2024

Introduction:

The Quality of Care Advisory Body (QCAB) is required to submit a written report to the Governing Body (Board) at least once every 6 months. The legislation permits that an existing body or committee may be utilised to meet these requirements. Banksia has resolved that the Care Governance Committee (CGC) will be deemed to be the QCAB (see CGC Terms of Reference). This report has been prepared to provide QCAB the necessary information to prepare its report for the Board. The following performance dimensions have been prescribed to be considered in the quality of care assessment. The QCAB may ask for any further information deemed appropriate or required for them to reach a position in relation to the quality of care being provided in the service.

BANKSIA LODGE		
Dimension	Measure/s	Analysis
Staffing	Staff Turnover: Staff turnover during period in report as a measure of staffing stability.	A total of 7 staff have been engaged since 1 January and 5 staff have left. A further 5 offers of employment have been made in March. Staff turnover is currently running at 28% year to date against industry benchmark of 30%.
	Care Minutes: Performance against the Government mandated care minute targets.	Total care minutes 172 (18 below target), total Registered Nurse (RN) care minutes 35 (3 below target). Care minutes have been largely impacted by higher than budgeted occupancy. Care minutes were reviewed in February and additional shifts added to the master roster. Recruitment is currently underway and ongoing.
	RN 24/7: The requirement to have an RN on-duty 24/7.	Banksia has had a 24/7 RN model of care since early 2019.
Food	Dietician Review: A qualified nutritionist review of individual dietary requirements and/or the general menu.	New menu is currently under review. Individual reviews include looking at preferences and risks such as chewing and swallowing difficulties with recommendations embedded in the care plan.

	Complaints and Feedback: Feedback collected at resident meetings, feedback boxes and verbal feedback.	Feedback at resident meetings has been overwhelmingly positive. There was one recorded complaint relating to a meal that lacked flavour and a steak being tough. This complaint was isolated.
	Model of food service: Consideration of Banksia's food service model in respect of the varying options, including cook-chill/fresh serve.	Banksia prepares food fresh onsite. The food service team includes qualified chefs and support workers. Produce, including fruit, vegetables and meat is bought fresh locally. Frozen products are purchased through a wholesaler operating out of Canberra. Banksia does not cook/chill any meals.
Allied Health	Banksia employs a fulltime physiotherapist and engages other Allied Health, including food and podiatry as required.	The use of a fulltime physio is integral to the quality of care for residents. Physio is prescribed for wellness and rehabilitation programs per care plans and is integral in fall/injury assessment and response. There is pressure on supply of allied health. However, Banksia engages podiatry and other allied health as required and available. Banksia is looking to improve access to allied health through telehealth functionality.
Medical	Onsite clinics providing face to face review with a General Practitioner.	Clinics conducted on Tuesdays and Thursdays. Clinics are integral to medical/medication reviews and care planning. Attended by Dr's Mackay, Muskett and Starmer.
Quality Indicators	National Quality Indicator Program: Banksia participates in the mandatory NQIP program.	Currently Banksia has a 4-star quality rating after having maintained a 5-star rating prior. The change is largely due to the diagnosis record keeping associated with anti-psychotic medications and has now been addressed.
	Internal Key Performance Indicators (KPIs): Set of internally developed KPIs that indicate internal standards of performance across a range of quality dimensions.	CGC review KPI performance monthly to determine trends and performance (see attached KPI reports to CGC).
High-Level Incidents	High-level incidents are required to be reported under the Serious Incident Reporting Scheme (SIRS).	One open SIRS2 (NF24/00XXXXX) from August 2023. Incident related to staff behaviour an alleged assault (staff to resident). Staff member terminated. SIRS2 (NF24/0XXXXX) relating to

		staff behaviour alleged psychological abuse. Staff member terminated. Incident closed by Commission. In both cases the Commission has not requested any further information, nor taken any action. CGC review of incidents resolved that each incident was addressed quickly and appropriately by management.
Complaints/Feedback	Complaints/Feedback Register: Attached for review.	There is no discernible or patternable feedback beyond impact of wandering resident.
Process for Continuous Improvement (PCI)	PCI Register: Attached for review.	PCI register gives an insight into issues, problems and opportunities for improvement that have been identified and also provides insight into recently raised and completed PCI items.

BANKSIA COMMUNITY CARE		
Dimension	Measure/s	Analysis
Staffing	Staff Turnover: Staff turnover during period in report as a measure of staffing stability.	A total of 2 staff have commenced since 1 January and 0 staff have left. Staff turnover is currently running at 19% year to date against industry benchmark of 30%.
Allied Health	Service agreements with 2 physiotherapists, 2 Occupational Therapists, a dietitian, exercise physiologists, podiatrist and several massage therapists.	Clients are referred as required. Physiotherapy is offered as a falls prevention and reablement strategy. Occupational assessment is requested for falls prevention and to ensure the correct equipment and mobility aids are purchased.
Quality Indicators	Internal KPIs: Set of internally developed KPIs that indicate internal standards of performance across a range of quality dimensions.	CGC review KPI performance monthly to determine trends and performance (see attached KPI reports to CGC).
High-Level Incidents	High-level incidents are required to be reported under the SIRS.	One open SIRS2 (NF23/0XXXXX) from May 2023 relating to a client injury. Commission has not requested any further information, nor taken any action. CGC review of incidents resolved that each incident was addressed quickly and appropriately by management.
Complaints/Feedback	Complaints/Feedback Register: Attached for review.	There is no discernible or patternable feedback.

Process for Continuous Improvement	PCI Register: Attached for review.	PCI register gives an insight into issues, problems and opportunities for improvement that have been identified and also provides insight into recently raised and completed PCI items.
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Review by QCAB

The Quality of Care Report was reviewed by the QCAB on 28 March 2024. The QCAB considered that the Quality of Care Report and supporting attachments were sufficient for them to be able to form a view of the quality of care provided in Banksia Lodge and Banksia Community Care and did not request any further information be provided. This Quality of Care Report becomes the QCAB report to Board with commentary and recommendations added.

Recommendations

The QCAB is satisfied that the quality of care in Banksia Lodge and Banksia Community Care is in accord or in excess of the requirements of the Aged Care Quality Standards and reflective of Banksia’s expressed Mission, Vision and Values. The QCAB has no recommendations for Board consideration at this time. However, the QCAB did note that management should contact the Aged Care Quality and Safety Commission and seek to close out SIRS NF24/00XXXX and NF23/0XXXXX.

Board Review

Report tabled and considered at Board meet held 8 April 2024. Given there are no recommendations, the Board does not see need for any decision making as a result of the report. Quality continues to be monitored through Care Governance Committee.

Open Disclosure

In accordance with Banksia’s commitment to open disclosure, the Quality of Care Report, complete with QCAB and Board commentary, will be uploaded to the Banksia Villages website and made available for prospective residents and families at enquiry stage.