City of Bayswater

Minutes

Aged Care Governance Committee

Tuesday 25 May 2021

By signing these minutes I certify that they were confirmed at the Aged Care Governance Committee held on _____.

_____

CR DAN BULL, MAYOR
CHAIRPERSON

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Minutes of the Aged Care Governance Committee of the Bayswater City Council which took place in the Committee Room, City of Bayswater Civic Centre, 61 Broun Avenue, Morley on Tuesday 25 May 2021.

1 OFFICIAL OPENING

The Chairperson, Cr Dan Bull, Mayor, declared the meeting open at 4:10 pm.

2 ACKNOWLEDGEMENT OF COUNTRY

In accordance with the City of Bayswater's Reflect Reconciliation Action Plan November 2019-November 2020, the Presiding Member will deliver the Acknowledgement of Country.

Noongar Language

Ngalla City of Bayswater kaatanginy baalapa Noongar Boodja baaranginy, Whadjuk moort Noongar moort, boordiar's koora koora, boordiar's ye yay ba boordiar's boordawyn wah.

English Language Interpretation

We acknowledge the Traditional Custodians of the Land, the Wadjuk people of the Noongar Nation, and pay our respects to Elders past, present and emerging.

The Chairperson, Cr Dan Bull, Mayor acknowledged the Traditional Custodians of the land, the Whadjuk people of the Noongar nation, and paid respects to Elders past, present and emerging.

3 ATTENDANCE

Members

Cr Dan Bull, Mayor	Chairperson
Cr Sally Palmer	
Cr Giorgia Johnson	(from 4:12pm)
Mr David Fisher	Executive Director Corporate Services, Juniper
Ms Philippa Wharton	Executive Director Operations, Juniper

Officers

Ms Lorraine Driscoll	Director Corporate and Strategy
Mr Kelley Ambrose	Manager Strategic Projects
Ms Karen D'Cunha	Personal Assistant/Director Corporate and Strategy

Observers

Press - 0
Public - 0

Leave of Absence

Nil.

3.1 Apologies

Mr Andrew Brien	Chief Executive Officer
Mr Chris Hall	Chief Executive Officer, Juniper

3.2 Approved Leave Of Absence

Nil.

4 DISCLOSURE OF INTEREST SUMMARY

In accordance with section 5.65 of the *Local Government Act 1995*:

A member who has an interest in any matter to be discussed at a Council or Committee meeting that will be attended by the member must disclose the nature of the interest -

(a) in a written notice given to the CEO before the meeting; or
(b) at the meeting immediately before the matter is discussed.
The following disclosures of interest were made at the meeting:

Nil.

5 DELEGATED AUTHORITY BY COUNCIL

There are no item appearing in this agenda for which the Aged Care Governance Committee has been granted delegated authority by Council in accordance with section 5.23(1)(b) of the *Local Government Act 1995 (WA)*; this meeting is closed to the Public.

6 TERMS OF REFERENCE

TERMS OF REFERENCE Aged Care Governance Committee	
Purpose:	1.1 Council at its Meeting held on 29 October 2019 established the Aged Care Governance Committee for the purpose of making recommendations directly to Council in accordance with Regulations 16 and 17 of the *Local Government (Audit) Regulations 1996.* 2.2 In addition the Committee will provide oversight into the disposition of the City's three Retirement Villages (Carramar Village; Noranda Retreat; Salisbury Retreat) and two Residential Care Facilities (Carramar Hostel; City of Bayswater Hostel).
Membership:	Membership of the Committee comprises : • 3 x City of Bayswater representatives (for parts 1 and 2 above); and • 3 x Juniper representatives (for part 1 only). The Chief Executive Officer (or representative) and the Director Corporate and Strategy are required to attend the Committee meeting but are not members. In accordance with section 5.11A of the *Local Government Act 1995*, all other Councillors are appointed as Deputy Members of the Aged Care Governance Committee for the term 31 October 2017 to 12 October 2019 in the following order: If a Member is unable to attend a meeting, the order of appointment of the Deputy at that meeting will be based on: i) Councillor of the same Ward as the Member of the Committee; and ii) Length of service
Meetings:	Committee meetings are to be in accordance with the City of Bayswater Standing Orders Local law.

	The Chairperson is responsible for the proper conduct of the Committee. The Committee has no delegated power or duty to implement its recommendations without approval of Council.
Meeting Frequency:	As required - At least once per financial year.
Meeting Date and Time:	When suitable.
Location:	City of Bayswater Civic Centre.
Liaison Officer:	Director Corporate and Strategy or nominated officer.

7 CONFIRMATION OF MINUTES

Cr Giorgia Johnson joined the meeting at 4:12pm.

COMMITTEE RESOLUTION

The Minutes of the Aged Care Governance Committee held on 2 March 2021 which have been distributed, be confirmed as a true and correct record.

Cr Sally Palmer Moved, Mr David Fisher Seconded

CARRIED UNANIMOUSLY: 5/0

For: ***Cr Sally Palmer, Mr David Fisher, Ms Philippa Wharton, Cr Giorgia Johnson and Cr Dan Bull, Mayor.***

Against: ***Nil.***

8 REPORTS

8.1 Update On Aged Care Governance Framework

Responsible Branch:	Corporate & Strategy
Responsible Directorate:	Corporate and Strategy
Authority/Discretion:	Executive/Strategic
Voting Requirement:	Simple Majority
Attachments:	1. CONFIDENTIAL REDACTED - Juniper report 'Standard 8 – Aged Care Quality Standards – Performance against indicators requested by the Committee', 18 May 2021 [**8.1.1** - 7 pages] 2. CONFIDENTIAL REDACTED - Juniper report 'Standard 8 – Assessment of Compliance Risk', 18 May 2021 [**8.1.2** - 5 pages] 3. CONFIDENTIAL REDACTED - Juniper report 'Clinical Indicators: Carramar', 1 April 2020 - 31 March 2021 [**8.1.3** - 21 pages] 4. CONFIDENTIAL REDACTED - Juniper report 'Clinical Indicators: COB Hostel', 1 April 2020 – 31 March 2021 [**8.1.4** - 21 pages]
Refer:	Item 10.6.1: OCM 22/09/2020 Item 10.6.3: OCM 27/01/2021 Item 10.6.3: OCM 23/03/2021

Confidential Attachment(s) in accordance with Section 5.23(2) of the Local Government Act 1995 (WA):

(e) *a matter that if disclosed, would reveal —*

(iii) *information about the business, professional, commercial or financial affairs of a person,*

SUMMARY

The City has two residential aged care facilities, both of which are subject to three-yearly accreditation visits which are conducted by the Aged Care Quality and Safety Commission ("the Commission"). The independent living sites are subject to the retirement villages legislation and are therefore not part of that process.

The current Aged Care Quality Standards came into effect in July 2019. As the Approved Provider for its own sites, Juniper has been developing governance reporting in line with the current standards. For compliance purposes, the City is the Approved Provider for the City of Bayswater Hostel and the Carramar residential care facility. Juniper manages those two sites on behalf of the City, and they developed similar reporting to provide assurance to the Committee that the governance standards are being met. Juniper has also been providing separate reports on performance against clinical indicators for the City's two sites in response to an earlier request by the Committee. Updates on that work are now provided to the Committee.

At its last meeting of 2 March 2021, the Committee was provided with an update on the work by Juniper to adapt all site processes and procedures to the current standards, which has been reported on a 'traffic light' system. At that last meeting, Juniper also provided an updated report on performance against clinical indicators for the period 1 February 2020 to 31 January 2021.

Those reports have since been updated for the reporting period 1 April 2020 to 31 March 2021.

COMMITTEE RECOMMENDATION TO COUNCIL
(OFFICER'S RECOMMENDATION)

That Council notes the update on the Aged Care governance reporting, as contained in this report and the four confidential attachments.

Cr Giorgia Johnson Moved, Cr Sally Palmer Seconded

CARRIED UNANIMOUSLY: 5/0

For: ***Cr Dan Bull, Mayor, Cr Giorgia Johnson, Cr Sally Palmer, Mr David Fisher and Ms Philippa Wharton.***
Against: ***Nil.***

BACKGROUND

The Committee was previously advised that prior to July 2019, the aged care quality standards covered management systems, the recipient's health and personal care needs, lifestyle, the physical environment and safety, and the current standards place more emphasis on consumer dignity and choice, as well as an expectation of involvement by the care recipients in determining their personal and clinical care needs. There is also a requirement for greater transparency in complaint handling and responsiveness to feedback.

The Australian Government accreditation process for residential aged care facilities is conducted on a rolling three-yearly basis and the last such visit for Carramar residential care facility was conducted according to the current aged care governance standards.

The last accreditation of the City of Bayswater Hostel was done just prior to implementation of the current standards, and while that accreditation is valid to 2022, the reporting developed by Juniper is intended to provide assurance that both sites are being managed effectively to the current governance standards.

To ensure that the City is meeting its own governance obligations as the Approved Provider for the two sites, a governance framework was developed in 2020 with input from the City's aged care consultants. An overview of the City's self-assessment of compliance against the standards and Juniper's work in developing the related reporting was presented to the Committee at its meeting of 22 September 2020 and Juniper's first detailed report of performance against clinical indicators was presented to the Committee at its meeting of 15 December 2020. Updated reports were presented to the Committee at its meeting of 2 March 2021.

EXTERNAL CONSULTATION

Ansell Strategic was commissioned to assist with development of the City's aged care governance framework. Aged Care Management Australia has also provided some independent advice on the respective obligations of the City as the Approved Provider and the managing organisation under the standards and the related aged care legislation.

OFFICER'S COMMENTS

Juniper have been providing four governance reports: the first, *'Standard 8 – Aged Care Quality Standards – Performance against indicators requested by the Committee'*, 18 May 2021 **(Confidential Attachment 1)** shows performance against indicators which were requested by the Committee.

The second report, Standard *8 – Assessment of Compliance Risk',* 18 May 2021 **(Confidential Attachment 2)** is essentially an overview of how their operating procedures and reporting across all sites have been progressively aligned to the current standards, using a 'traffic light' system.

The first such reports were provided to the Committee at its meeting of 15 December 2020, and were updated for the Committee meeting of 2 March 2021.

For both sites, the only minor issues noted are some additional work required (currently in progress) to finalise resident engagement and customer satisfaction. The reports also set out the additional work that has been done in reporting of serious incidents and the vaccination program for residents for the flu and COVID-19. The reports also set out the additional governance requirements resulting from the draft Aged Care Commission report.

Juniper has also provided detailed clinical indicator reports for Carramar and the City of Bayswater Hostel **(Confidential Attachments 3 and 4).**

The clinical performance reports provide detailed data for the period on issues such as falls, medications, infection incidents and other health related issues, unplanned weight loss and behaviour related incidents.

The reporting is based on the number of reported incidents using the industry unit of "per 1000 occupied bed days". While the last report was for the 12-month period 1 February 2020 to 31 January 2021 and the latest report is for the six-month period 1 April 2020 to 31 January 2021, the overall results are fairly consistent and all fall within the upper and lower limits of the performance metric.

It is noted that a wound indicator is still being developed and Juniper has indicated that the increase in the reported incidents since August 2020 may be due to increased charting and monitoring.

LEGISLATIVE COMPLIANCE

The prevailing legislation is the *Aged Care Act 1997.* The Commission commenced on 1 January 2019 with a range of functions specified in the *Aged Care Quality and Safety Commission Act 2018.* On 1 July 2019, the eight Aged Care Quality Standards came into effect, and apply to the City's two residential care facilities, Carramar in Morley and the City of Bayswater Hostel in Embleton. The City's other aged care sites are independent living retirement villages which are subject to separate legislation.

RISK ASSESSMENT

In accordance with the City's Risk Management Framework, the officer's recommendation has been assessed against the City's adopted risk tolerance. Comments are provided against each of the risk categories.

Officer's Recommendation	**That Council notes the update on the aged care governance reporting, as contained in this report and the four confidential attachments.**	
Risk Category	**Adopted Risk Appetite**	**Risk Assessment Outcome**
Strategic Direction	Moderate	Low
Reputation	Low	Low
Governance	Low	Low
Community and Stakeholder	Moderate	Low
Financial Management	Low	Low
Environmental Responsibility	Low	Low
Service Delivery	Low	Low
Organisational Health and Safety	Low	Low
Conclusion	Updates on performance indicators have been provided by Juniper for both of the City's residential care facilities. Juniper is progressing its reporting for all sites in accordance with the current standards and the low risk assessment reflects that the Committee is only requested to note that Juniper has provided updated reports on that work.	

FINANCIAL IMPLICATIONS

Provision of $25,000 was made in the Aged Care Operating Budget 2021 for external consultants to assist with the aged care governance assurance processes, which has since been adjusted in the mid-year budget review.

STRATEGIC IMPLICATIONS

In accordance with the City of Bayswater Strategic Community Plan 2017-2027 (as amended), the following applies:

Theme:	Leadership and Governance
Aspiration:	Open, accountable and responsive service.
Outcome L1:	Accountable and good governance.

The management agreement with Juniper expires in June 2021, and the aged care governance framework is intended to ensure that the City meets its obligations as the governing body for the duration of the current agreement.

CONCLUSION

The City has obligations as the governing body (‘approved provider’) under the eight current Aged Care Governance Standards for its two residential care facilities, and Juniper’s reporting is intended to provide assurance that the City’s aged care sites are meeting the governance requirements set by the Aged Care Quality Commission.

Juniper has now provided an updated report on their performance against indicators requested by the Committee, and a separate report using a traffic light system to demonstrate that their sites’ processes and procedures have been progressively aligned to standard 8 (Governance). Those updates include the new arrangements for reporting under the Serious Incident Reporting Scheme (SIRS), the increased obligations under the National Aged Care Mandatory Quality Indicator Program, the current COVID-19 and annual influenza vaccination program details and the current staff engagement survey.

Separate reports are provided for each site to show performance against the clinical indicators. That reporting has required gathering of data over time and Juniper has noted that in some cases, an increase in incidents may be attributable to the increased monitoring that has been put into place.

9 PREVIOUS MATTERS DEALT WITH NOT ON THE AGENDA

Reconciliation arising from past meetings:

Nil.

10 GENERAL BUSINESS

Mr David Fisher discussed the implications from the findings from the Royal Commission into Aged Care Quality and Safety with the Committee.

11 CONFIDENTIAL ITEMS

Nil.

12 NEXT MEETING

The next meeting of the Aged Care Governance Committee will take place at a date and time to be advised.

13 CLOSURE

There being no further business to discuss, the Chairperson, Cr Dan Bull, Mayor, declared the meeting closed at 04:55 pm.