Aegis Shawford

Performance Report

8 Twyford Place
INNALOO WA 6018
Phone number: 08 9244 8477

**Commission ID:** 7263

**Provider name:** Aegis Aged Care Group Pty Ltd

**Assessment Contact - Site date:** 15 October 2020

**Date of Performance Report:** 25 November 2020

# 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 2 Ongoing assessment and planning with consumers** |  |
| Requirement 2(3)(a) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(d) | 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 Assessment Contact - Site; the Assessment Contact - Site report was informed by a site assessment, observations at the service, review of documents and interviews with staff, consumers/representatives and others.

# STANDARD 2 Ongoing assessment and planning with consumers

### Consumer outcome:

### 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:

1. 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

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

The purpose of the Assessment Contact was to assess Requirement (3)(a) in relation to Standard 2 Ongoing assessment and planning with consumers. The Assessment Team recommended Requirement (3)(a) met and I agree with the Assessment Team and find the service Compliant with this Requirement. All other Requirements in this Standard were not assessed, and an overall assessment of the Standard was not completed.

Consumers and their representatives interviewed confirmed they feel like partners in the ongoing assessment and planning of their care and services. Consumers reported feeling confident staff listen to their goals and preference when assessing their needs and the information is used to plan for their care.

Documentation and staff interviews confirmed the service has effective processes in place to direct staff in completing assessments and developing care plans appropriate to consumers’ needs. Assessments include consideration of risk and validated risk assessment tools are utilised to identify risks and direct strategies on the care plan to inform the safe delivery of care.

## 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.*

# STANDARD 7 Human resources

### Consumer outcome:

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

### Organisation statement:

1. 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

Not all requirements were assessed and therefore an overall rating for the Quality Standard is not provided.

The purpose of the Assessment Contact was to assess Requirement (3)(d) in relation to Standard 7 Human resources. The Assessment Team recommended Requirement (3)(d) met and I agree with the Assessment Team and find the service Compliant with this Requirement. All other Requirements in this Standard were not assessed, and an overall assessment of the Standard was not completed.

Consumers and their representatives interviewed confirmed they are satisfied staff have the skills and knowledge to deliver care and services.

The service has an effective system to ensure the workforce is trained and equipped to deliver care and services. Recruitment processes ensure appropriately qualified and skilled staff are onboarded and orientation processes occur to provide new staff with training, information and resources to deliver the outcomes required. Staff interviewed, and documentation confirmed a mandatory training program is in place and completed by all staff and additional training is provided on request or where required.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(d) Compliant

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

# 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.