Amber Aged Care

Performance Report

58 Avenue Road
PARADISE SA 5075
Phone number: 08 8365 3004

**Commission ID:** 6137

**Provider name:** Amber Aged Care Incorporated

**Assessment Contact - Site date:** 12 November 2020

**Date of Performance Report:** 23 December 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 4 Services and supports for daily living** |  |
| Requirement 4(3)(f) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | 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 consumers, representatives, staff and others.

# STANDARD 4 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:

1. 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 assessed Requirement (3)(f) in relation to Standard 4. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 4 Requirement (3)(f) and find the service Compliant with Requirement (3)(f).

Feedback provided by 14 consumers and four representatives during interviews with the Assessment Team in relation to meal quality and variety and feedback was mostly positive with the majority of comments ranging from the food is “very good” or “good”.

The service has a four week rotating menu which includes varied and culturally appropriate meal choices. Management described how consumers contribute to menu planning, including through the service’s feedback processes. Additionally, consumer satisfaction with meals is monitored through meeting forums, surveys and audits.

Consumers’ dietary preferences are identified and documented and include information relating to allergies, meal size, cultural and religious needs and likes and dislikes. Information relating to consumers’ dietary requirements is readily available to hospitality staff and this information was noted by the Assessment Team to be consistent across all related documentation viewed. Care staff demonstrated familiarity with consumers’ dietary and fluid requirements and described dietary preferences for individual consumers consistent with dietary profiles.

Consumer weights are monitored on a monthly or more frequent basis. Care files viewed for two consumers demonstrated where issues with nutrition and hydration are identified, referrals to Medical officers and/or allied health professionals, such as Dietitians and Speech pathologists occur.

Based on the information detailed above, I find the approved provider, in relation to Amber Aged Care Compliant with Requirement (3)(f) in Standard 4.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(f) Compliant

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

# 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

The Assessment Team assessed Requirement (3)(a) in relation to Standard 7. All other Requirements in this Standard were not assessed and, therefore, an overall rating of the Standard is not provided.

I have considered the Assessment Team’s findings and the evidence documented in the Assessment Team’s report to come to a view of compliance with Standard 7 Requirement (3)(a) and find the service Compliant with Requirement (3)(a).

All 14 consumers and four representatives sampled were satisfied there are sufficient numbers of staff and they are adequately trained. The following examples were provided by consumers and representatives during interviews with the Assessment Team:

* staff are respectful, well trained and knowledgeable of consumers’ cultural and personal preferences.
* would feel comfortable to raise any concerns about staffing levels or staff skills to management.
* staff come quickly when consumers require assistance or use the call bell.
* care staff know what they are doing.
* staff do not rush consumers and they feel safe.

Management described a range of actions the service implements to ensure the number and mix of staff deployed enables the delivery and management of safe and quality care and services. A recent change to staffing included rostering of additional staff in response to recent admissions of consumers with high care needs. Management stated rostering arrangements are regularly reviewed to ensure adequate staffing levels to respond to consumer acuity.

Care workers and clinical staff interviewed stated they have enough time to undertake their duties and provide quality care and services to consumers. Complaints data viewed by the Assessment Team demonstrated no complaints related to staffing levels or staff skills had been received. Additionally, roster documentation demonstrated staffing shortfalls, such as planned and unplanned leave are addressed.

Based on the information detailed above, I find the approved provider, in relation to Amber Aged Care Compliant with Requirement (3)(a) in Standard 7.

## 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.*

# 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.