Archbishop Goody Hostel

Performance Report

29 Goderich Street   
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**Commission ID:** 7111

**Provider name:** Catholic Homes Incorporated

**Assessment Contact - Site date:** 21 April 2021

**Date of Performance Report:** 2 June 2021

# Publication of report

This Performance Report **will 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(a) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(c) | 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 3 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:

1. 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 Requirements

### Requirement 3(3)(a) Compliant

*Each consumer gets safe and effective personal care, clinical care, or both personal care and clinical care, that:*

1. *is best practice; and*
2. *is tailored to their needs; and*
3. *optimises their health and well-being.*

#### The Assessment Team found the service demonstrated each consumer gets safe and effective personal care and clinical care that is best practice tailored to the consumer’s needs and which optimises the consumer’s health and well-being.

#### Consumers and representatives interviewed described how consumers receive personal and clinical care that is in line with their preferences and needs and is delivered in a way to optimise their health and well-being.

#### Observations of consumers showed consumers receive personal care tailored to their needs. This included personal grooming, clean and moisturising skin, good oral and teeth care, clean and well dressed, mobility aids, safety and other equipment in reach, and appropriate assistance with meals.

Clinical and care staff interviewed described individual consumer’s needs and preferences and provided examples of how they manage consumers’ personal and clinical care needs in line with best practice, including skin and wound care, pain management, assistance with mobility and responding to incidents including falls.

# 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 Requirements

### 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.*

#### The service has implemented improvements through their Plan for Continuous Improvement, roster and current training program surrounding training in relation to medication, wound care and continence management, and monitoring of staff practice in relation to overall clinical care. Staff have undertaken training sessions in the above disciplines and the service has shown evidence it checks its members of the workforce are suitably qualified, skilled and knowledgeable.

# 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.