Ashburn House Aged Care Facility

Performance Report

20-34 Ashburn Place
GLADESVILLE NSW 2111
Phone number: 02 8876 9200

**Commission ID:** 2018

**Provider name:** Christadelphian Homes Limited

**Assessment Contact - Site date:** 28 July 2020

**Date of Performance Report:** 21 August 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)(g) | 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 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 Quality Standard has not received a compliance rating as only one of the seven specific requirements have been assessed. This requirement was assessed as Compliant.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(g) Compliant

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

#### The assessment team found that the service demonstrated that equipment used to support consumers was safe, clean and well maintained, and suitable to support consumers health and well-being.

#### All care staff and management demonstrated a clear understanding of the ‘Managing Equipment Breakdowns’ procedure to ensure equipment is safe and well maintained. All care staff showed they were conscientious in checking equipment for safety and cleaning before use.

#### Consumers interviewed said the equipment at the service met their needs and was clean and well maintained. The service demonstrated an effective maintenance system and schedule, and all electronic and fire equipment displayed current Quality Testing details.

#### Policies and procedures contain resources for care staff to report and isolate faulty equipment, identify hazards and escalation procedures, Work Health and Safety responsibilities, and feedback to the leadership team and Board.

I am satisfied that the service is compliant with this requirement as it has demonstrated that the equipment it provides is safe, suitable, clean and well maintained.

# 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.