BaptistCare Warena Centre

Performance Report

15 Bangaroo Street
BANGOR NSW 2234
Phone number: 02 9575 3300

**Commission ID:** 0253

**Provider name:** BaptistCare NSW & ACT

**Assessment Contact - Desk date:** 13 September 2021 to 15 September 2021

**Date of Performance Report:** 20 October 2021

# Performance report prepared by

Pat Yin Lai, delegate of the Aged Care Quality and Safety Commissioner.

# 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 1 Consumer dignity and choice** |  |
| Requirement 1(3)(a) | Compliant |
| **Standard 6 Feedback and complaints** |  |
| Requirement 6(3)(c) | Compliant |

# Detailed assessment

This performance report details the Commissioner’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 - Desk; the Assessment Contact - Desk report was informed by review of documents, observations via photos provided by the service, and interviews with staff, consumers/representatives and others.

# STANDARD 1 Consumer dignity and choice

### Consumer outcome:

1. I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

### Organisation statement:

1. The organisation:
2. has a culture of inclusion and respect for consumers; and
3. supports consumers to exercise choice and independence; and
4. respects consumers’ privacy.

## Assessment of Standard 1

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers, asking them about the requirements, reviewing their care planning documentation (for alignment with the feedback from consumers) and testing staff understanding and application of the requirements under this Standard. The team also examined relevant documentation and drew relevant information from other consumer interviews and the assessment of other Standards.

Overall sampled consumers considered that they are treated with dignity and respect, can maintain their identity, make informed choices about their care and services and live the life they choose.

For example:

* Consumers (and representatives on their behalf) stated that the staff were kind, caring and very respectful towards them.
* Consumers (and representatives on their behalf) confirmed that their personal privacy was respected by the staff.
* Consumers (and representatives on their behalf) confirmed they are able to make choices and their identity was valued.

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

## Assessment of Standard 1 Requirements

### Requirement 1(3)(a) Compliant

*Each consumer is treated with dignity and respect, with their identity, culture and diversity valued.*

The service demonstrated it treats consumers with dignity and respect, with their identity, culture and diversity valued.

The Assessment Team interviewed a sample of consumers and representatives who stated that staff make them feel respected and valued as an individual. They were able to give examples of staff respecting their privacy by knocking before they are entering rooms, communicating in their preferred method of communication, and enabling their attendance at cultural activities.

The Assessment Team also interviewed a sample of staff who consistently spoke about consumers in ways that indicated respect and an understanding of their personal circumstances and life journey. Staff were also able to provide information and examples about how the latter influences the day-to-day delivery of care and services.

The Assessment Team reviewed a sample of documentation and confirmed staff is supported to treat each consumer with dignity and respect. For example, care and service records of consumers reflected what is important to them in relation to their identity and how staff are to uphold their dignity and show them respect. The service also has policies, procedures, handbooks and other guidance to support staff in treating consumers with respect, although one of the policies was observed to be outdated. Furthermore, the team identified the service has since delivered staff education on consumer dignity and choice to improve on concerns identified from their last performance assessment.

Overall, I find this requirement Compliant.

# STANDARD 6 Feedback and complaints

### Consumer outcome:

1. I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.

### Organisation statement:

1. The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.

## Assessment of Standard 6

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – asking them about how they raise complaints and the organisation’s response. The team also examined the complaints register, complaints trend analysis and tested staff understanding and application of the requirements under this Standard.

Overall sampled consumers considered that they are encouraged and supported to give feedback and make complaints, and that appropriate action is taken.

For example:

* Consumers and representatives interviewed know how to provide feedback or make a complaint and do so when required.
* Consumers and representatives interviewed are satisfied that their feedback is heard and management work with them to effect changes, where necessary, to resolve concerns.

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

## Assessment of Standard 6 Requirements

### Requirement 6(3)(c) Compliant

*Appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong.*

### The service demonstrates that appropriate action is taken in response to complaints and an open disclosure process is used when things go wrong, or when providing feedback following adverse events.

The Assessment Team interviewed a sample of consumers and representatives who stated that they always felt their concerns were considered, they would receive apologies from staff and they would acknowledge they can improve their delivery of service. The consumers also noted that staff and management welcome feedback to help enable them make improvement. One consumer noted that they previously did not feel staff were receptive to feedback, but they have recently noticed that staff have improved in their receptiveness to feedback.

The Assessment Team interviewed a sample of staff who could describe their complaint management systems and provide examples of when an open disclosure approach was used. Management staff interviewed were able to provide examples of how complaints were addressed and used to inform continuous improvement. They also provided photographs of feedback forms and boxes easily accessible at the service.

The Assessment Team reviewed a sample of documentation and confirmed that the service has made improvements since concerns were identified at their last performance assessment. This includes records of training and policies delivered to management and staff on open disclosure.

Overall, I find this requirement Compliant.

# 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.