Bayside Residential Aged Care Facility

Performance Report

136 Marconi Road   
BONNELLS BAY NSW 2264  
Phone number: 02 4973 6799

**Commission ID:** 0528

**Provider name:** Allity Pty Ltd

**Assessment Contact - Desk date:** 11 October 2021 to 14 October 2021

**Date of Performance Report:** 28 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 4 Services and supports for daily living** |  |
| Requirement 4(3)(a) | Compliant |
| Requirement 4(3)(c) | Compliant |
| **Standard 5 Organisation’s service environment** |  |
| Requirement 5(3)(a) | Compliant |
| Requirement 5(3)(b) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | 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 observations at the service via photos provided by the service, review of documents and interviews with staff, consumers/representatives and others.

# STANDARD 4 Services and supports 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

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 – observations were made, consumers were asked about the things they like to do and how these things are enabled or supported by the service and staff were asked about their understanding and application of the requirements. The team also examined relevant documents.

Overall sampled consumers considered that they get the services and supports for daily living that are important for their health and well-being and that enable them to do the things they want to do.

For example:

* All consumers and their representatives interviewed confirmed that the consumers are supported by the service to do the things they like to do, mentioning they enjoy the range of activities.
* All consumers interviewed confirmed that they are supported to keep in touch with people who are important to them stating they enjoy visits with family and friends and going on outings.
* All consumers interviewed said that they like the food and it has improved since the new ownership. Consumers said they are supported to provide feedback to improve the meals.

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

## Assessment of Standard 4 Requirements

### Requirement 4(3)(a) Compliant

*Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.*

The service demonstrated each consumer gets safe and effective services and supports for daily living that meet their needs, goals and preferences, and optimises their independence, health, well-being and quality of life.

The Assessment Team interviewed a sample of consumers and representatives who mostly said they receive support to maintain their independence and undertake activities they want to do. For example, one consumer stated they enjoy reading and are supported by staff who take the time to read to them. Another consumer described how the service has enabled them to continue their role in a community group. On the other hand, the team interviewed two consumer representatives whom noted an issue with the laundry at the service, although management have noted they will follow up.

A sample of staff interviewed provided information that aligned with consumer feedback. They were able to provide examples of supporting individual consumers to do what they liked to do. They also described speaking to consumers and staff alike to get feedback and ideas to improve the monthly activity calendar.

The Assessment Team reviewed documentation that evidenced the service provides effective and safe services to consumers in their daily living. Care plans sampled recorded information about what is important to consumers, including their goals and social history to assist staff in delivering care. The team also sighted activity schedules and records of activities being evaluated and revised

The Assessment Team also notes improvements have been implemented by the service to address concerns from the last performance review. This included improvements to the dining experience for consumers to ensure their quality of life is optimised, including a new servery for consumers to eat together, new chefs engaged with more choice for consumers, and other improvements.

Based on the evidence available at the time of assessment, I find this requirement Compliant.

### Requirement 4(3)(c) Compliant

*Services and supports for daily living assist each consumer to:*

1. *participate in their community within and outside the organisation’s service environment; and*
2. *have social and personal relationships; and*
3. *do the things of interest to them.*

The Assessment Team interviewed a sample of consumers who provided examples of support they have received to participate in their communities, maintain relationships, and do things of interest to them. For example, several consumers said they could enjoy receiving visitors, and when this was not possible at times of restricted access, the staff organised window visits and internet face to face calls for them. Another consumer also said that they manage an online community and is supported by the service to continue to be part of that community. The team also interviewed two representatives who described the service enabling their parents to maintain their relationship by organising their accommodation together in a couple’s room.

Staff interviewed provided information that aligned with the consumers feedback. They were able to provide examples of how they assisted consumers to access activities outside the organisation. They also provided an example of supporting a consumer to do things of interest of them by supporting them to procure items related to their interest. They also provided an example of assisting the transfer of some consumers to enable them to be closer to and maintain their personal relationships.

The Assessment Team also reviewed documentation which included records of the formal monitoring, evaluation, and subsequent planning of activities. Furthermore, the team notes the service has made improvements to address concerns from the last performance review. For example, the lifestyle team have reassessed consumers and their life history, and new large televisions have been installed for consumers.

Based on the evidence available at the time of assessment, I find this requirement Compliant.

# STANDARD 5 Organisation’s service environment

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team observed the service environment via photography, spoke with consumers about their experience of the service environment and interviewed care staff about the suitability and safety of equipment. The team also examined relevant documents. Overall sampled consumers considered that they feel they belong in the service and feel safe and comfortable in the service environment.

For example:

* All consumers interviewed said they feel comfortable and safe living in the service.
* All consumers interviewed said they feel at home living in the service and representatives said they enjoy visiting and feel welcome.
* All consumers interviewed said the service is clean and well maintained.

The service demonstrated it understands and applies this requirement in various ways. For example:

* The Assessment Team observed photographs of appropriate signage and lighting through the service.
* The Assessment Team observed staff assisting visually impaired consumers. As the assessment included video face to face interviews with consumers, the team observed one consumer on live video that was being assisted to talk to the Assessment Team.
* The service provides for consumers to move between the two wings and the large community room at the front of the service, as well as in the garden and courtyard areas.

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

## Assessment of Standard 5 Requirements

### Requirement 5(3)(a) Compliant

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

The service demonstrated its environment is welcoming and easy to understand and optimises each consumer’s sense of belonging, independence, interaction and function.

The Assessment Team interviewed a sample of consumers and representatives who said the service is welcoming and calm. Consumers stated they feel safe and at home in the service and enjoy interacting with the staff.

Management staff interviewed described features of the service environment that enable consumers to feel at home, including those with cognitive impairment. These features include a memory support area that has signage and other dementia enabling principles in place for consumers to find their way around the service, new furniture purchased for the memory support unit, the allocation of the same staff to each wing so consumers can develop familiarity with staff, and easy access to outdoors and internal areas. The Assessment Team noted that some of these have been improvements since the last performance assessment at the service. The staff also confirmed that consumers have submitted positive feedback about the service environment.

The Assessment Team were also provided photographs that demonstrated the dementia assisting principles in place to aid consumers in location identification. For example, photographs of contrast enabling features, such as different coloured toilet seats, to assist consumers in recognising these elements.

Based on the evidence available at the time of assessment, I find this requirement Compliant.

### Requirement 5(3)(b) Compliant

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

The service demonstrated it is safe, clean, well maintained, and comfortable, and consumers are enabled to freely move within and outside the service.

The Assessment Team interviewed a sample of consumers who said they feel safe at the service, the service is regularly cleaned and they are satisfied with its maintenance, and they can go outside whenever they would like (including receiving staff support to do so when required).

Staff interviewed could describe the maintenance process at the service and how concerns are logged and/or escalated to ensure safe. Care staff could also describe how they would assist consumers to move freely within the service, particularly if they had limited mobility. Cleaning staff could describe improvements in their deep cleaning routine to ensure the service remains clean.

The Assessment Team reviewed documentation and noted the service has a maintenance log, which is used by staff to record maintenance issues for attention and action by the maintenance officer. There was evidence of the maintenance officer checking the maintenance log daily for issues to review and address, with quick responses to items and no outstanding requests.

The team also noted improvements implemented by the service to address concerns from the last performance review. This included upgrades to the gardens and outdoor areas in the memory support unit to ensure safety, bench chairs purchased for the memory support unit, and the door to the outdoor area in the memory support unit is now open till late in the evening allowing consumers to move freely around the area.

Based on the evidence available at the time of assessment, I find this requirement Compliant.

# 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

To understand the consumer’s experience and how the organisation understands and applies the individual requirements within this Standard, the Assessment Team spoke with consumers about their experience of the staff, interviewed staff, and reviewed a range of records including staff rosters, training records and performance reviews.

Overall sampled consumers considered they get quality care and services when they need them and from people who are knowledgeable, capable and caring.

For example:

* Consumers and representatives interviewed stated staff are kind and caring.
* Consumers and representatives said staff know what they are doing. They said staff have the required skills to provide appropriate care and services to the consumers.
* Consumers and representatives said the staffing levels meet the needs of the consumers.

The service manages staffing to provide suitable care and services for consumers. If a shift cannot be filled because of illness, other rostered staff adjust their daily plans to ensure consumers’ needs are met. They inform the consumers of the staffing change.

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

## 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.*

The service demonstrated the workforce is planned to enable the delivery and management of safe and quality care and services.

The Assessment Team interviewed a sample of consumers and representatives who said that the current staff meets their needs and preferences. Some suggested that the service required more staff available, but acknowledged that delays only occurred sometimes and they did not have to wait long.

A sample of staff interviewed did not identify any issues about the planning of the workforce or the adequacy of staffing numbers. They did identify an occasion when the service was unable to fill a shift, but they noted they are able to assist each other to meet the needs of their consumers and the work is still completed. Cleaning staff interviewed stated how their team size has increased and they have been able to improve their deep cleaning routines.

Management staff interviewed said they have improved their workforce planning since the last concerns at their performance assessment. For example, they have introduced another shift recently that has a care staff member working from 8am to 8pm. They have also recently introduced a new recruitment program of recruiting numbers 10% above established positions to assist when staff are off sick, or for other reasons, and agency staff are unavailable to fulfil. Furthermore, they have provided education to staff on how to cancel call bells correctly to ensure call bell data is accurate.

The Assessment Team reviewed documentation related to shift vacancies and call bells, and noted that the recent staff rosters indicated only one shift vacancy and most call bell responses had minimal delays.

Based on the evidence available at the time of assessment, 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.