Beechwood Aged Care

Performance Report

3-17 Albert Street
REVESBY NSW 2212
Phone number: 02 9771 2737

**Commission ID:** 2580

**Provider name:** Allity Pty Ltd

**Assessment Contact - Desk date:** 12 November 2021 to 15 November 2021

**Date of Performance Report:** 6 December 2021

# Performance report prepared by

E Woodley, 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 7 Human resources** |  |
| Requirement 7(3)(b) | 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 and interviews with staff, consumers, representatives, and others.

# 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 support documents.

Overall, consumers and representatives interviewed by the Assessment Team considered that consumers get quality care and services when they need them and from people who are knowledgeable, capable, and caring. Consumers said they get the care they need, and most consumers said staff are gentle and kind whilst attending to their care needs.

The service provided examples of how they are encouraging the reporting of any staff interactions that do not reflect the organisational values. Management support consumers to voice poor staff performance through ‘rounding’ where management engage with consumers on a one-to-one basis. Issues raised by consumers, representatives and staff are investigated with actions taken and recorded.

One of the five specific requirements have been assessed as Compliant.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(b) Compliant

*Workforce interactions with consumers are kind, caring and respectful of each consumer’s identity, culture and diversity.*

Consumers and representatives interviewed by the Assessment Team said they find staff kind and caring. Of the nine consumers and two representatives interviewed, most commented that staff are excellent and gentle when providing care. The service demonstrated training and monitoring processes to ensure staff interactions with consumers are kind, caring and respectful.

I find this requirement is 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.