Bellevue Care Centre

Performance Report

53 Linkwood Drive
FERNY HILLS QLD 4055
Phone number: 07 3550 5999

**Commission ID:** 5369

**Provider name:** Bellevue Enterprises Pty Ltd & Laberge Pty Ltd

**Assessment Contact - Site date:** 16 December 2021

**Date of Performance Report:** 10 January 2022

# Performance report prepared by

Kimberley Reed, 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 5 Organisation’s service environment** |  |
| Requirement 5(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 - 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
* other information and intelligence held by the Commission in relation to the service.

# 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

The Assessment Team did not assess all requirements of this Standard and therefore an overall summary or compliance 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.*

Consumers were treated with dignity and respect. Consumers provided feedback staff were respectful and made the consumers feel valued as a person. Consumers confirmed staff spoke to them in a kind respectful manner, took time to find out what mattered to them, and addressed them by their preferred name.

Staff consistently spoke about consumers in a way that indicated respect and an understanding of their personal circumstances and how they wish to be treated. Care staff demonstrated they were familiar with consumers’ backgrounds and gave examples of how that influenced the care they provided on a day-today basis. For example, staff allowed consumers to sleep in until they wake up and then provide them with a late breakfast if this is their wish. Registered staff monitored care staff interactions with consumers and would talk to staff if they had any concerns and report to management.

Care planning documents contained information that reflected what was important to the consumer to guide staff in delivering care tailored to the consumer’s expressed preferences. Staff were guided by a suite of organisational policies including ’dignity and risk’ which outlined their commitment to ensuring each consumer is treated with dignity and respect, their identity, culture and diversity valued. Staff were provided with education regarding ‘dignity and choice’ that outlines the need to treat consumers with dignity and respect with their identity, culture and diversity valued. Staff were observed by the Assessment Team interacting with consumers in a kind, caring and respect manner.

In considering the information contained above, it is my decision this Requirement is 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

The Assessment Team did not assess all requirements of this Standard and therefore an overall summary or compliance rating for the Quality Standard is not provided.

## Assessment of Standard 5 Requirements

### 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 environment was observed to be safe, clean and well-maintained. There are multiple communal areas at the service, that had a range of chairs to meet consumers’ preferences, including high back chairs and soft fabric lounge chairs.

Consumers could freely access indoor and outdoor areas such as the internal courtyards, lounge areas, outside the building as well as the designated smoking area.

Consumers and representatives considered the service environment to be safe, clean and comfortable. Consumers provided positive feedback regarding the service’s gardens and grounds and felt free to go outside when they wanted to.

Maintenance staff ensured the environment was safe and well maintained through scheduled preventative maintenance and reactive maintenance. The Maintenance officer was available to manage maintenance requests weekdays in business hours and was available after hours if necessary. Management had contact numbers to call contractors after hours if an emergency required this. Consumers’ rooms are cleaned weekly unless cleaning staff receive specific requests to clean them more frequently or they identify a need. Nursing and service staff knew how to report maintenance issues and said maintenance staff were quick to address maintenance issues. Clinical staff stated consumers’ mobility needs are assessed and they were assisted to mobilise indoors and outdoors as required. Review of the preventative maintenance books demonstrated regular maintenance of the service environment was completed according to a schedule. Outstanding maintenance issues were reported and actioned promptly.

Actions had been completed to rectify the previous Non-compliance relating to this Requirement, identified at the Site audit 25 to 27 May 2021. The service engaged a Dementia consultant who undertook an environmental audit and redesign of the services Memory support unit. An action group was formed to plan and implement a redesign of the Memory support unit’s outdoor area. The service completed the outdoor improvements and officially opened this area to consumers and representatives in November 2021.

Feedback from representatives about the outdoor spaces in the Memory support unit was positive. Observations made by the Assessment Team included the gardens were landscaped and well maintained. Paths were straight with no overhanging branches. The service’s outdoor furniture was safe, clean and well maintained. Consumers were observed to move freely inside and outside of the service. All doors to the outdoor areas were unlocked. The service’s fencing had been repaired. Storage of chemicals in maintenance office and storage area was locked. Cleaner’s storage rooms and trolleys were secured when unattended by staff.

In considering the information contained above, it is my decision this Requirement is now 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.