Bethanie Edinboro

Performance Report

130 Edinboro Street   
JOONDANNA WA 6060  
Phone number: 08 6222 9300

**Commission ID:** 7140

**Provider name:** The Bethanie Group Incorporated

**Assessment Contact - Site date:** 5 January 2021

**Date of Performance Report:** 22 March 2021

# 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 5 Organisation’s service environment** | **Non-compliant** |
| Requirement 5(3)(b) | Non-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
* the provider’s response to the Assessment Contact - Site report received 19 January 2021.

# STANDARD 5 NON-COMPLIANT 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 Quality Standard is assessed as Non-compliant as one of the three specific requirements has been assessed as Non-compliant.

The Assessment Team assessed Requirement (3)(b) in relation to Standard 5 Organisation’s service environment and recommended the service has not met this Requirement. Based on the information in the Assessment Team’s report and the Approved Provider’s response I find the service Non-compliant in Requirement (3)(b) and have provided reasons for my decision below. All other Requirements were not assessed.

## Assessment of Standard 5 Requirements

### Requirement 5(3)(b) Non-compliant

*The service environment:*

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

The Assessment Team found the service was not clean, safe or well maintained and consumers in one area of the service do not have independent access to outdoor areas. Evidence included:

* One consumer’s room was observed to have a broken window with tape in place to secure it, the shower curtain stained brown and thick dust and black dirt on the window louvres.
* Two other consumers’ rooms had thick dust and black dirt observed on the window louvres.
* One consumer was not satisfied with the cleaning of their room and reported the floor to be sticky and not cleaned.
* One consumer was not satisfied the bed linen was being changed weekly and had raised the complaint numerous times.
* The door to access outdoor areas from one area of the service was observed to be heavy and difficult to open. One consumer confirmed they find it difficult to open and staff confirmed the door is difficult to open when a consumer is using a walking frame.
* Consumers at the service are not satisfied with the temperature of the environment and it impacts on their comfort.
* Management confirmed two air conditioners in the communal living area and two consumers’ rooms have not been working since Christmas day following a power outage. Management confirmed they have had approval to purchase new air conditioners.
* One consumer was not satisfied with food following a power outage on Christmas day.

The approved provider’s response disagreed with the Assessment Team’s findings the Requirement is not met. However, the approved provider has implemented improvements and provided evidence the deficits identified by the Assessment Team have been actioned and resolved. Evidence included:

* One consumer’s window and shower curtain were repaired/replaced. The issues had not been reported to maintenance and staff have been reminded to report maintenance and cleaning issues.
* All window louvres have been cleaned and it is now on the maintenance schedule to check and allocate the cleaning.
* All rooms are cleaned daily and the sticky floor was attended to immediately upon the consumer reporting the issue.
* All consumers’ linen is changed weekly, and the consumer’s issue was raised and resolved prior to the assessment contact.
* An automatic door opener has been installed to ensure consumers can independently access the outdoor area.
* All air conditioners were reviewed by an external contractor and new air conditioners installed where required.
* The service was unable to provide the planned Christmas lunch due to a power outage and an alternative lunch was provided. A special dinner was provided once the power returned.

The service has systems to identify, monitor and action cleaning and maintenance issues including the safety and functionality of doors and equipment. However, the service’s systems were not effective at identifying all the cleaning and maintenance issues identified by the Assessment Team. The service did not address the maintenance issues of air conditioners not working for approximately two months during summer. Consumers’ rooms were not all observed to be clean or well maintained on the day of the assessment contact. Consumers interviewed were not all satisfied with the cleanliness and maintenance of the service environment and access to outdoors.

Based on the summarised evidence above, I find the service Non-compliant with this Requirement.

# Areas for improvement

Areas have been identified in which improvements must be made to ensure compliance with the Quality Standards. This is based on non-compliance with the Quality Standards as described in this performance report.

* Standard 5 Requirement (3)(b): Ensure processes to monitor and identify cleaning, safety and maintenance issues in relation to the environment are effective and ensure timely actions occur to maintain a clean, safe, comfortable and well-maintained service environment.