Blue Hills Manor

Performance Report

25 Tulich Avenue
PRESTONS NSW 2170
Phone number: 02 8784 2472

**Commission ID:** 0578

**Provider name:** Blue Hills Village Management (Liverpool) Pty Limited

**Assessment Contact - Desk date:** 25 October 2021

**Date of Performance Report:** 15 November 2021

# Performance report prepared by

Elise 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 6 Feedback and complaints** |  |
| Requirement 6(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
* the provider’s response to the section 67 received 20 October 2021.

# 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 Requirement 6(3)(b) within this Standard, the Assessment Team sampled the experience of consumers – asking if they are made aware of and have access to advocates, language services, and other methods for raising and resolving complaints. The Assessment Team also examined the complaints register and tested staff understanding and application of the requirement under this Standard.

Overall, consumers and representatives interviewed by the Assessment Team considered that they are made aware of advocates and language services and encouraged and supported to utilise advocates and make complaints. All sampled consumers, representatives and staff were aware the Older Persons Advocacy Network (OPAN) was an avenue for consumers to make an external complaint. Consumers and staff were aware of the location of internal complaint forms, and advocacy and language service brochures and posters.

However, the majority of consumers and representatives were unaware that complaints could be made directly to the Aged Care Quality and Safety Commission.

One of the four specific requirements have been assessed as Compliant.The Assessment Team did not assess all requirements and therefore an overall rating for the Quality Standard is not provided.

## Assessment of Standard 6 Requirements

### Requirement 6(3)(b) Compliant

*Consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.*

Consumers and representatives interviewed by the Assessment Team were satisfied they have been made aware of and have access to advocates and language services if they wish to raise a complaint. Consumers and representatives said they are comfortable raising concerns with staff or management. Those who have previously raised concerns said they were satisfied with the process and the outcome. However, most consumers and representatives were unaware that complaints could be made directly to the Aged Care Quality and Safety Commission.

The service demonstrated information is readily available to consumers regarding advocacy and language services, located on the communal notice board, in each consumer’s handbook and on posters throughout the service.

The service demonstrated consumers are made aware of and have access to advocates, language services and other methods for raising and resolving complaints.

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.