BlueCross Livingstone Gardens

Performance Report

39 Livingstone Rd   
VERMONT SOUTH VIC 3133  
Phone number: 03 8846 3500

**Commission ID:** 3170

**Provider name:** Blue Cross Community Care Services Group Pty Ltd

**Assessment Contact - Desk date:** 8 October 2020

**Date of Performance Report:** 20 October 2020

# 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 3 Personal care and clinical care** |  |
| Requirement 3(3)(g) | 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 - Desk; the Assessment Contact - Desk report was informed by review of documents and photographic evidence and interviews with staff and management
* the Assessment Team’s report for the Assessment Contact – Site on 5 October 2020
* information provided by the service in response to a Section 67 request.

# STANDARD 3 Personal care and clinical care

### Consumer outcome:

1. I get personal care, clinical care, or both personal care and clinical care, that is safe and right for me.

### Organisation statement:

1. The organisation delivers safe and effective personal care, clinical care, or both personal care and clinical care, in accordance with the consumer’s needs, goals and preferences to optimise health and well-being.

## Assessment of Standard 3

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

This Assessment Contact - Desk followed a post outbreak Assessment Contact - Site Infection Control Monitoring visit conducted on 5 October 2020 which identified areas for improvement.

The Assessment Team reviewed documentation and photographic evidence provided by the service and conducted interviews with management and a staff.

The service has implemented actions required to ensure standard and transmission-based precautions to prevent and control infection. Documentation reviewed contains the relevant information to inform staff and stakeholders in the event of an outbreak. Personal protective equipment stations and other infection control concerns raised in the Infection Control Monitoring Team (ICMT) checklist have been actioned effectively. This included the uniform set up of PPE stations for consumers in precautionary isolation, PPE stations in staff break rooms and the display of COVID 19 related signage within the consumer and staff communal areas.

The Requirement 3(3)(g) is assessed as Compliant.

### Assessment of Standard 3 Requirements

### Requirement 3(3)(g) Compliant

*Minimisation of infection related risks through implementing:*

1. *standard and transmission based precautions to prevent and control infection; and*
2. *practices to promote appropriate antibiotic prescribing and use to support optimal care and reduce the risk of increasing resistance to antibiotics.*

# 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.