Calvary Cessnock Retirement Community

Performance Report

19 Wine Country Drive
CESSNOCK NSW 2325
Phone number: 02 4993 9225

**Commission ID:** 1474

**Provider name:** Calvary Retirement Communities Limited

**Assessment Contact - Site date:** 27 August 2020

**Date of Performance Report:** 30 September 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 4 Services and supports for daily living** |  |
| Requirement 4(3)(f) | 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 17 September 2020.

# STANDARD 4 Services and support for daily living

### Consumer outcome:

1. I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

### Organisation statement:

1. The organisation provides safe and effective services and supports for daily living that optimise the consumer’s independence, health, well-being and quality of life.

## Assessment of Standard 4

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

The one of seven specific requirements that was assessed has been assessed as Compliant.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(f) Compliant

*Where meals are provided, they are varied and of suitable quality and quantity.*

The Assessment Team found that interviews with consumers indicated some consumers provided positive feedback about the variety, quality and quantity of meals while others were not satisfied. The care planning documents showed the weights of the consumers sampled was consistent and within the expected weight range over a period of six months. Most of the hospitality staff interviewed knew the dietary requirements and preferences of the sample of consumers chosen and explained how they catered for these needs. The Assessment Team observed that the kitchen areas are clean and tidy and food choices were offered and provided to consumers at mealtimes and between meals. Food safety procedures were in place. While some consumers were not happy with the provision of meals the service has followed up complaints, introduced food focus meetings and surveys, and has addressed issues.

I acknowledge the approved providers response which contained information confirming the improvement’s made at the service. This confirms the Assessment Team’s assessment.

I am of the view that the approved provider complies with this requirement as they have demonstrated that meals provided are of an adequate variety and suitable quality and quantity.

# 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.