Camberwell Gardens

Performance Report

15 Cornell Street
CAMBERWELL VIC 3124
Phone number: 03 9836 9507

**Commission ID:** 3779

**Provider name:** Menarock Aged Care Services (Victoria) Pty Ltd

**Assessment Contact - Desk date:** 6 October 2020

**Date of Performance Report:** 27 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 a site assessment, observations at the service, review of documents and interviews with staff and consumer representatives.

# 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.

### The focus of this Assessment contact – desk was to assess compliance in relation to Standard 3 Requirement (g). The Requirement is 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.*

The Assessment Team found that the service has policies, procedures and practices to minimise and respond to infection related risks including COVID-19. The service demonstrated they have updated the outbreak management plan in relation to COVID -19 and implemented recommendations for the use of standard personal protective equipment (PPE) and other prevention strategies. Staff have received training in the use of PPE.

The service has policies and procedures for appropriate prescribing of antibiotics. The service demonstrated they have implemented recommendations for effective antimicrobial stewardship.

The approved provider did not submit a response to the Assessment Team’s report.

Based on a review of the available information I consider that the approved provider is minimising the risk of infection related risks and 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.