Christophorus House Hostel

Performance Report

396 Peats Ferry Road
HORNSBY NSW 2077
Phone number: 02 9476 3161

**Commission ID:** 0200

**Provider name:** Christophorus House Retirement Village

**Assessment Contact - Site date:** 20 May 2021

**Date of Performance Report:** 26 May 2021

# 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 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 - 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.

# 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

To understand the consumer’s experience and how the organisation understands and applies the requirements within this Standard, the Assessment Team sampled the experience of consumers – their care plans and assessments were reviewed, and staff were asked about how they ensure the delivery of safe and effective care for consumers. The team also examined relevant documents.

Consumers interviewed by the Assessment Team spoke positively about staff hygiene practices and the infection control measures taken by the service.

The Assessment Team found that the service was able to demonstrate minimisation of infection related risks through implementing standard and transmission based precautions, and antimicrobial stewardship procedures to minimise the use of antibiotics. Staff were able to describe practices and procedures to minimise transmission of infection and demonstrated appropriate infection control practices.

The Quality Standard was not fully assessed and has not received a compliance rating. One of the seven specific requirements have been 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.*

The Assessment Team found the service has made improvements to their COVID-19 outbreak preparedness procedures since the last Assessment Contact in December 2020. This includes a surge workforce contingency plan, staff training and cleaning and infection prevention strategies. Staff interviewed by the Assessment Team demonstrated appropriate infection control practices and could describe practices and procedures to minimise transmission of infections. The service has policies and procedures relating to antimicrobial stewardship and staff interviewed could describe how to minimise the use of antibiotics in their day to day practice. The Assessment Team found the service demonstrated effective management of consumer infections.

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.