Churches of Christ Kolan Gardens Aged Care Facility Gin Gin

Performance Report

6 C Mulgrave Street   
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Phone number: 07 4157 3744

**Commission ID:** 5400

**Provider name:** Churches of Christ in Queensland

**Assessment Contact - Site date:** 6 January 2021

**Date of Performance Report:** 10 February 2021

# 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** | **Compliant** |
| Requirement 4(3)(a) | Compliant |
| Requirement 4(3)(b) | Compliant |
| Requirement 4(3)(c) | Compliant |
| Requirement 4(3)(d) | Compliant |
| Requirement 4(3)(e) | Compliant |
| Requirement 4(3)(f) | Compliant |
| Requirement 4(3)(g) | Compliant |
| **Standard 5 Organisation’s service environment** | **Compliant** |
| Requirement 5(3)(a) | Compliant |
| Requirement 5(3)(b) | Compliant |
| Requirement 5(3)(c) | 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 4 COMPLIANT 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

Consumers and representatives said the consumers were supported to undertake lifestyle activities of interest to them and to maintain contact with people who were important to them. Most consumers stated they would call their family or friends for comfort and said the service supported them to do this. Consumers said they enjoyed the food offered and it was varied and of suitable quality and quantity. They said there was a choice at mealtimes and they could get food between meals if they were hungry.

The Lifestyle Therapist (LT) said the service’s activities program considered the varying levels of functional ability of consumers. The program supported consumers with differing cognitive and physical abilities to engage in different activities. The LT stated the service had regular pastoral visits and church services.

The activities program was regularly reviewed and revised. The activities program sighted by the Assessment Team demonstrated consumers had the option to participate in a range of social events. The Assessment Team sighted posters in the service promoting the activities program and observed consumers engaging in a range of activities and interacting with each other, staff and visitors.

Consumer documentation demonstrated that the service included the consumers’ spiritual beliefs and practices in care planning. Care planning documentation contained detailed information on family contacts and information on how consumers participated in social activities and events.

Consumer care documentation recorded lifestyle preferences and dietary preferences and requirements that was easily accessed by relevant staff.

Staff were kept informed of any changes in consumer’s lifestyle arrangements, emotional well-being or dietary needs at shift handovers and in progress notes, meetings and lifestyle notices.

The kitchen was observed to be clean and tidy with staff adhering to food safety and work health and safety protocols. Information on consumers’ dietary needs and preferences was easily accessible and consistent with information in care plans.

The Assessment Team observed equipment used to provide and support lifestyle services was safe, suitable, clean and well-maintained. Equipment to assist consumers with their independence and mobility, such as walkers and wheelchairs, was clean and there were enough to meet consumers’ needs. Equipment used to provide cleaning and catering was clean and in working order.

Staff interviewed said they had access to the equipment they needed when they needed it. The service conducted regular inspections of all equipment to ensure operational integrity and safety. Auditing activities monitored cleanliness and the condition of equipment.

The Quality Standard is assessed as Compliant as seven of the seven specific requirements have been assessed as Compliant.

## Assessment of Standard 4 Requirements

### Requirement 4(3)(a) Compliant

*Each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimise their independence, health, well-being and quality of life.*

### Requirement 4(3)(b) Compliant

*Services and supports for daily living promote each consumer’s emotional, spiritual and psychological well-being.*

### Requirement 4(3)(c) Compliant

*Services and supports for daily living assist each consumer to:*

1. *participate in their community within and outside the organisation’s service environment; and*
2. *have social and personal relationships; and*
3. *do the things of interest to them.*

### Requirement 4(3)(d) Compliant

*Information about the consumer’s condition, needs and preferences is communicated within the organisation, and with others where responsibility for care is shared.*

### Requirement 4(3)(e) Compliant

*Timely and appropriate referrals to individuals, other organisations and providers of other care and services.*

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

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

### Requirement 4(3)(g) Compliant

*Where equipment is provided, it is safe, suitable, clean and well maintained.*

# STANDARD 5 COMPLIANT Organisation’s service environment

### Consumer outcome:

1. I feel I belong and I am safe and comfortable in the organisation’s service environment.

### Organisation statement:

1. The organisation provides a safe and comfortable service environment that promotes the consumer’s independence, function and enjoyment.

## Assessment of Standard 5

Consumers stated they felt safe at the service and found the environment comfortable and homely. They said they could find their way around the service and staff were available if they needed assistance. They were free to go outside when they wanted to and visitors were able to visit when they pleased.

Consumers and representatives said they felt the service was cleaned adequately and that furniture, fittings and equipment were safe, clean, well-maintained and suitable. They also said there was enough equipment available for staff to assist them with mobility and they were confident staff were competent and safe at using the equipment.

Consumers and representatives said call bells were responded to in a timely manner. Close circuited television was in place to monitor the external environment of the service.

The Assessment Team observed that the environment was clean, well-maintained and easy to navigate. Equipment was observed to be clean, well-maintained and appropriate for consumer needs. The Assessment Team observed the furniture and fittings at the service was also safe, clean and well-maintained.

Maintenance staff monitored the service environment to ensure it was safe and well-maintained. Maintenance issues were reported and actioned in a timely manner. If a maintenance issue could not be rectified, there was an escalation process and other strategies were implemented until the issue was rectified. Maintenance staff said they ensured the environment was safe and well maintained through scheduled preventative maintenance and reactive maintenance. A review of the maintenance folder confirmed staff were reporting and recording maintenance issues in accordance with the service’s policy. In addition to scheduled maintenance, maintenance staff conducted a “walk around” the service to check the cleanliness of consumer equipment. A review of the preventative maintenance records established that regular maintenance of equipment was undertaken.

Cleaning staff advised they had increased cleaning of consumers’ rooms and high-touch areas across the service to enhance infection control.

Staff across all areas of the service said they had enough equipment to undertake their roles and meet the needs of consumers.

The Quality Standard is assessed as Compliant as three of the three specific requirements have been assessed as Compliant.

## Assessment of Standard 5 Requirements

### Requirement 5(3)(a) Compliant

*The service environment is welcoming and easy to understand, and optimises each consumer’s sense of belonging, independence, interaction and function.*

### Requirement 5(3)(b) Compliant

*The service environment:*

1. *is safe, clean, well maintained and comfortable; and*
2. *enables consumers to move freely, both indoors and outdoors.*

### Requirement 5(3)(c) Compliant

*Furniture, fittings and equipment are safe, clean, well maintained and suitable for the consumer.*

# 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.