Cohuna Village

Performance Report

38 Augustine Street   
COHUNA VIC 3568  
Phone number: 03 5456 2338

**Commission ID:** 3032

**Provider name:** Respect Group Limited

**Assessment Contact - Desk date:** 22 November 2021

**Date of Performance Report:** 14 December 2021

# Performance report prepared by

S Byers, delegate of the Aged Care Quality and Safety Commissioner.

# 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 5 Organisation’s service environment** |  |
| Requirement 5(3)(b) | Compliant |
| Requirement 5(3)(c) | Compliant |

# Detailed assessment

This performance report details the Commissioner’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 observations at the service, review of documents and interviews with staff, consumers/representatives and others

# STANDARD 5 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

The Assessment Team assessed two Requirements of this Quality Standard and provided evidence the service meets Requirement 5(3)(b) and 5(3)(c).

The service demonstrated that improvements have been made to the internal and external service environment. Most of the deficits previously identified have been addressed and plans are in place for further refurbishments.

An overall rating for this Quality Standard is not given as only two of the three specific requirements have been assessed.

## Assessment of Standard 5 Requirements

### 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.*

The Assessment Team found the service had implemented improvements to address the deficits identified at the last visit.

All consumers and representatives expressed their satisfaction with the cleanliness of the service. Two consumers commented on the improvements made to the service environment in the past six months.

Management demonstrated new maintenance systems and processes had been implemented at the service and education provided to maintenance staff to ensure correct use of documentation. Management demonstrated changes to the cleaning schedule had been implemented and education provided to cleaning staff. Staff demonstrated understanding of the new maintenance and cleaning processes.

The service demonstrated it has systems and processes in place for hazard identification, risk assessment and management to ensure the safety of consumers.

The Assessment Team reviewed evidence that demonstrated the service to be light and bright in common areas, consumer bedrooms and staff areas.

In making my decision I have considered the Assessment Team report. I am satisfied the approved provider has demonstrated the service environment is safe, clean, well maintained and comfortable and enables consumers to move freely, both indoors and outdoors. Based on the evidence provided I consider that the approved provider has demonstrated compliance with this requirement. I therefore find this Requirement Compliant.

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

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

The Assessment Team found the service had implemented improvements to address the deficits identified at the last visit.

Consumers were satisfied their personal furniture and equipment is well maintained and the services’ furniture is similarly, clean and well-maintained. Consumers and staff considered they had the right equipment necessary to meet their care needs.

All staff described the process for reporting faulty equipment and identification of hazards, and confirmed maintenance occurs daily and is managed on a priority basis. Care staff described the improvement the new call bell system has made to meeting the care needs of consumers.

The service demonstrated it has systems, processes and supporting documents in place to effectively schedule and manage maintenance.

In making my decision I have considered the Assessment Team report. I am satisfied the approved provider has demonstrated furniture, fittings and equipment are safe, clean, well maintained and suitable for each consumer. Based on the evidence provided I consider that the approved provider has demonstrated compliance with this requirement. I therefore find this Requirement 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.