Darlingford Upper Goulburn Nursing Home

Performance Report

5 High Street
EILDON VIC 3713
Phone number: 03 5774 2711

**Commission ID:** 4430

**Provider name:** Darlingford Upper Goulburn Nursing Home Inc

**Assessment Contact - Desk date:** 12 May 2021

**Date of Performance Report:** 13 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 5 Organisation’s service environment** |  |
| Requirement 5(3)(b) | 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 review of documents and interview with service management

# 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

An overall rating for this Quality Standard is not provided.

## 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.*

Documentation provided by the service demonstrates the installation of an automatic door which provides consumer access to an outdoor courtyard and garden areas. Other actions implemented to facilitate consumer access to outdoor areas include displaying keypad codes on all keypads, and service management have sent a memo to all staff reminding them to assist consumers to access outdoor areas.

# 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.