Doutta Galla Footscray Aged Care Facility

Performance Report

48 Geelong Road
FOOTSCRAY VIC 3011
Phone number: 03 9687 6744

**Commission ID:** 3830

**Provider name:** Doutta Galla Aged Services Ltd

**Assessment Contact - Site date:** 18 December 2020

**Date of Performance Report:** 6 January 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 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

A compliance finding for Standard 3 is not made as not all requirements under the standard were assessed at this assessment contact.

Refer below for the compliance finding relating to the requirement assessed and other relevant information.

### 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 processes and practices at the service generally support the minimisation of infection related risks and an evidence based approach to the use of antibiotics is evident. Consumers and representatives report satisfaction with the use of personal protective equipment. An infection monitoring checklist was undertaken and the team noted improvements in relation to shared equipment and donning and doffing of personal protective equipment. Management were receptive to the Assessment Team’s observation that the hand hygiene practices of some staff in relation to the use of face masks did not in line with best practice.

# Areas for improvement

There are no specific areas identified in which improvements must be made to in relation to the requirement assessed at this site visit. The provider is, however, required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.

# Other relevant matters

The service has a current non-compliance in Standard 8 Organisational governance Requirement 8(3)(d). The Aged Care Quality and Safety Commission is monitoring the service’s progress towards achieving compliance. Requirement 8(3)(d) was not assessed by the Assessment Team as part of this site visit.