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Performance Report

16 Colonel Barney Drive   
PORT MACQUARIE NSW 2444  
Phone number: 02 6589 9818

**Commission ID:** 0593

**Provider name:** St Agnes' Care & Lifestyle

**Assessment Contact - Desk date:** 19 October 2021 to 22 October 2021

**Date of Performance Report:** 16 November 2021

# Performance report prepared by

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# 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 4 Services and supports for daily living** |  |
| Requirement 4(3)(a) | Compliant |
| Requirement 4(3)(c) | Compliant |
| Requirement 4(3)(f) | Compliant |
| **Standard 7 Human resources** |  |
| Requirement 7(3)(a) | 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 review of documents and interviews with staff, consumers, representatives, and others.

# STANDARD 4 Services and supports 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

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 – observations were made, consumers were asked about the things they like to do and how these things are enabled or supported by the service and staff were asked about their understanding and application of the requirements. The Assessment Team also examined relevant documents.

Overall, consumers interviewed by the Assessment Team considered that they get the services and supports for daily living that are important for their health and well-being. All consumers and their representatives interviewed confirmed that the consumers are supported by the service to do the things they like to do, mentioning they enjoy the range of activities. All consumers interviewed confirmed that they are supported to keep in touch with people who are important to them stating they enjoy visits with family and friends and going on outings.

Most consumers interviewed said that they like the food and it has improved since new cooking processes have been implemented. Consumers said they are supported to provide feedback to improve the meals.

Three 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.*

The service demonstrated each consumer gets safe and effective services and supports for daily living that meet the consumer’s needs, goals and preferences and optimises their independence, health, well-being and quality of life. Consumers and representatives interviewed by the Assessment Team confirmed consumers are supported to maintain their independence, including by going out of the service with family members, going for walks and doing things they like doing.

I find this requirement is Compliant.

### 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.*

The service demonstrated consumers are supported to participate in their community, have social and personal relationships, and do things of interest to them. Consumers interviewed by the Assessment Team said they are supported to keep in touch with those people who are important with them. All consumers have their own telephone, and the service has several electronic tablets which they can use to make video calls. Consumers confirmed they are supported to do things of interest to them both within the service and out in the community. Care planning documents included information about how consumers participate in the community and maintain their relationships, including any religious affiliations.

I find this requirement is Compliant.

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

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

The service demonstrated meals are varied and of suitable quality and quantity. Most consumers interviewed by the Assessment Team said they like the food provided at the service and receive plenty to eat. Most consumers and representatives interviewed said the consumers are offered a choice of meal, they are varied, and the meals have improved recently. All meals are cooked onsite, with menus regularly reviewed and changed. An external catering organisation is contracted to develop and review the menus, based on consumer needs and preferences.

I find this requirement is Compliant.

# STANDARD 7 Human resources

### Consumer outcome:

1. I get quality care and services when I need them from people who are knowledgeable, capable and caring.

### Organisation statement:

1. The organisation has a workforce that is sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services.

## Assessment of Standard 7

To understand the consumer’s experience and how the organisation understands and applies the individual requirements within this Standard, the Assessment Team spoke with consumers about their experience of the staff, interviewed staff, and reviewed a range of records including staff rosters, training records and performance reviews.

Overall, consumers and representatives interviewed by the Assessment Team considered that consumers get quality care and services when they need them and from people who are knowledgeable and capable. Consumers and representatives interviewed stated staff are kind and caring.

Consumers and representatives said staff know what they are doing. They said staff have the required skills to provide appropriate care and services to the consumers. Consumers and representatives said the staffing levels meet the needs of the consumers.

The Assessment Team found the service manages staffing to provide safe and quality care and services for consumers. If a shift cannot be filled, other rostered staff adjust their daily plans to ensure consumer’s needs are met. They inform the consumers of the staffing change. The organisation provides relevant training to staff, and staff stated they feel supported and satisfied with management.

One of the five specific requirements has been assessed as Compliant.

## Assessment of Standard 7 Requirements

### Requirement 7(3)(a) Compliant

*The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services.*

The service demonstrated the workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services. Consumers and representatives interviewed by the Assessment Team said the staffing levels at the service meet the needs of consumers. The service has experienced registered nursing staff on site 24 hours a day, seven days a week. Lifestyle staff are rostered Monday to Friday and leave suggestions and activities for weekend staff to provide to the consumers. The Assessment Team’s review of staff rosters, allocation sheets and shift vacancies over the last fortnight, identified that all shifts were filled by appropriately qualified staff. This was confirmed by interviews with management and staff.

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.