Gill Waminda Aged Care Plus Centre

Performance Report

4 Mary Street
GOULBURN NSW 2580
Phone number: 02 4823 4300

**Commission ID:** 0076

**Provider name:** The Salvation Army (NSW) Property Trust

**Assessment Contact - Site date:** 14 October 2020

**Date of Performance Report:** 23 October 2020

# 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 7 Human resources** |  |
| Requirement 7(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 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 Requirements

### Requirement 7(3)(c) Compliant

*The workforce is competent and the members of the workforce have the qualifications and knowledge to effectively perform their roles.*

A total of five consumers were interviewed, the feedback they provided indicated that they felt confident that staff were skilled to meet their care needs. They indicated that staff were able to competently provide care and perform their roles. They spoke about the clinical care staff and care workers and that their health care needs were attended to appropriately. They also indicated that they felt safe in the facility. In relation to auxiliary staff, they were generally satisfied with the general hospitality services.

Management described processes in place to ensure staff recruited were credentialed to undertake their roles in the facility. Processes in place included a comprehensive interview and recruitment processes, initial and ongoing training, including mandatory training and ad hoc training, for example in relation to infection control. The manager described performance monitoring and skills and competency-based assessment processes in place, relevant documentation was sighted. Documentation included staff files, training records, skills assessments and policy and procedures that provide guidance for staff to be able to perform their roles. Staff interviewed were able to relay the training provided and confirmed that they were provided with extensive support to care for consumers in accordance with the expectations on the organisation.