Heritage Pennant Hills

Performance Report

2A The Crescent   
PENNANT HILLS NSW 2120  
Phone number: 02 9875 4811

**Commission ID:** 2759

**Provider name:** Heritage Care Pty Ltd

**Assessment Contact - Site date:** 3 March 2021

**Date of Performance Report:** 6 March 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 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 - 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 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 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.*

Overall sampled consumers considered that they feel they belong in the service, and feel safe and comfortable in the service environment. Consumers all provided positive feedback regarding the environment being safe, clean and well maintained. None of the consumers interviewed had any maintenance issues and all felt able to freely move around the service. One consumer and her daughter felt the service was like being at home and explained feeling a great sense of community among staff and consumers. The service environment was observed to be safe, very clean and comfortable. Staff were observed to be consistently practicing appropriate infection control measures and showed care and patience towards consumers and their families.

# 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.