Hillview Bunyip Aged Care Inc

Performance Report

22 A'Beckett Road   
BUNYIP VIC 3815  
Phone number: 03 5629 6096

**Commission ID:** 3212

**Provider name:** Hillview Bunyip Aged Care Inc

**Assessment Contact - Site date:** 12 November 2020

**Date of Performance Report:** 10 December 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 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.
* The provider’s response to the Assessment Contact - Site report received 2 December 2020.

# 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

One of the seven specific requirements have been assessed as Compliant.

The Assessment Team did not assess all requirements and therefore an overall rating for this Quality Standard is not provided.

### 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 the service continues to strengthen infection control practices through their continuous improvement system and to reduce the risk of transmission of infections. Recent actions taken include

* An increase in infection control education for staff. Of the 12% of staff yet to complete PPE training four staff members are on leave. Management stated the staff on leave will be required to complete the training before they return to work.
* All consumers are screened for COVID-19 daily, as are staff and visitors on their arrival.
* A family visitor is now allowed to visit, once a week between 10am and 4pm. As scheduling process has been developed to ensure each visit can be risk assessed and supported with their donning/doffing requirements.
* Staff and visitors continue to be monitored for their appropriate use of PPE by their colleagues, registered nurses and management.
* The operations manager at the service meets all contractors at reception prior to their entry to ensure entry risk assessments and PPE orientation is completed.

Policies on infection control, outbreak management and antimicrobial stewardship are in place

The service has experienced no infectious outbreaks during 2020.

I find the service complies with this requirement.

# 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.